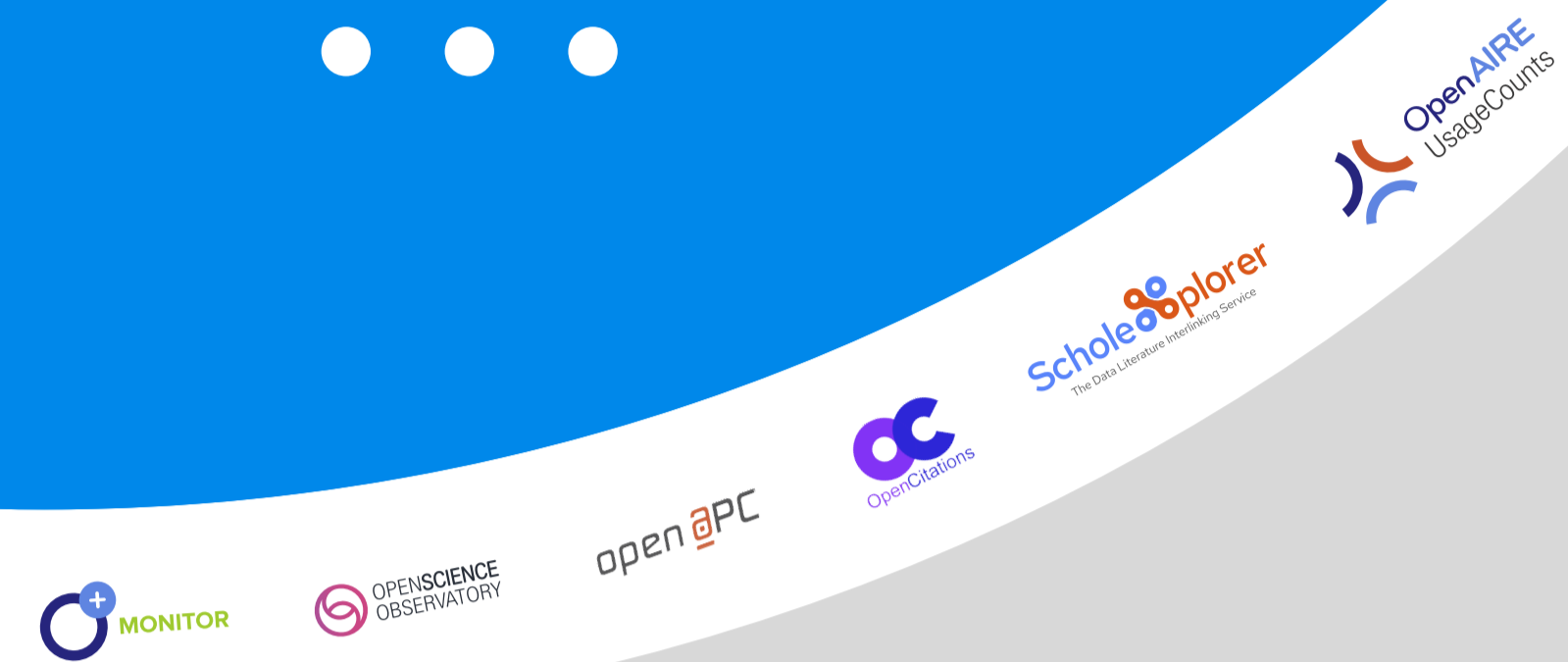# OpenAIRE

SERVICES SUPPORT AND TRAINING

Assisting research life cycle aligned with EOSC

Overview & results

SUPPORT

www.openaire.eu/support

Provide all the required support for better understanding and effective use and benefit of OpenAIRE services, through the production of different support materials, using various technologies for its production, availability and accessibility.

13	Factsheets
14	Guides
14	Tutorials
1115	Helpdesk tickets (since May 2022)

▷ Factsheets   ▷ Guides
▷ Tutorials   ▷ Helpdesk

- Maintain and provide technical, legal and usage support related to OpenAIRE services.
- Update and combine the existing support material and link to the **Open Science Practice Corner**.
- Develop **video tutorials** in combination with other support materials, **repackaging** and built a communication path for **all users**, via **EOSC marketplace**.
- Strengthening the end user **helpdesk service** with a new ticketing system, that facilitates the integration with the **EOSC portal helpdesk**.

TRAINING

https://openplato.eu/

Engaging with all stakeholders, by making use of different means to ensure an effective understanding of OpenAIRE services and its straight relation with an overall comprehension of Open Science and EOSC.

11	Webinars
16	Tech-Clinics
94	Workshops/presentations
4573	Participants

▷ Webinars   ▷ Tech-Clinics
▷ Workshops   ▷ Online courses

- Organise a series of webinars and tech-clinic sessions, along with training events, reusing the learning resources produced and updated during the project.
- Work with the **OpenAIRE NOADs** network, complemented by the OpenAIRE e-learning platform – **OpenPlato**, to reach a wider audience and increase impact.
- Ensure that all **training materials** are included in the **EOSC training catalogue**.

OUTREACH & ENGAGEMENT

www.openaire.eu/open-science-corner

Once defined the different target audiences with whom we want to communicate and deliver our message - OpenAIRE services - an approach was set in motion, via a variety of dissemination channels and ways to spread the message of OpenAIRE's activities on Open Science.

8	Podcasts
18	Service promo videos
14	Case Studies
36	Community Calls
1426	Participants (community calls)

▷ Podcasts
▷ Service Promo Videos
▷ Case Studies
▷ Community Calls
▷ Open Science Pratice Corner

- Targeting the broad range of actors in Open Science, by creating a several **dissemination and support materials** aligned with the multi-experience outreach, engagement.
- Promote **services Community Calls** targeting the established users community to present and discuss developments, upcoming releases and get relevant feedback for new features.
- **Showcase real implementations and usage** of the OpenAIRE services by all stakeholders.

• • • CONTACT US

andre.vieira@usdb.uminho.pt
androniki.pavlidou@openaire.eu
athina.papadopoulou@openaire.eu
giulia.malaguarnera@openaire.eu
paula.moura@usdb.uminho.pt
pedro.principe@usdb.uminho.pt

• • • HELPDESK

helpdesk@openaire.eu