

User Feedback & Engagement

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On behalf of the CERNBox team

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CERNBox User Forum

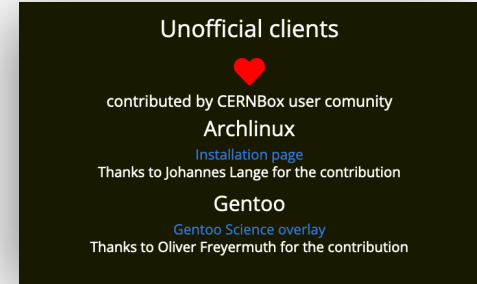




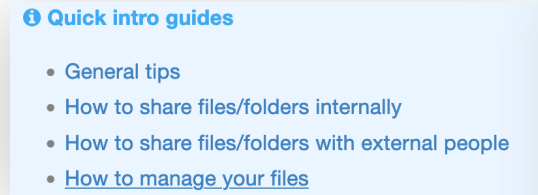
CERNBox Users' Contributions

■ Since 2014 CERN users have been contributing to CERNBox. Examples:

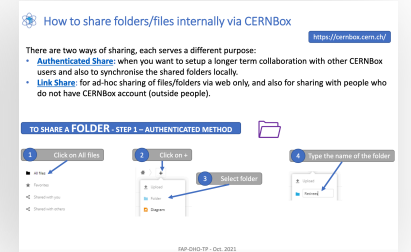
- Additional desktop clients for Linux complementing main supported platforms: Mac, Windows and CentOS Linux
- Contributing documentation
- Collecting feedback: administration sector (GTPA)
- Introducing technical training
- e-Learning resources
- Sharing recipes on how to use CERNBox with 3rd party applications
- Collaboration with Office of Data Protection (ODP)
 - Successful audit of the service for OC11 compliance
- Providing suggestions via standard channels (RQFs)



cernbox.web.cern.ch/cernbox/downloads/linux



cernbox-manual.web.cern.ch



CERN Admin E-Guide



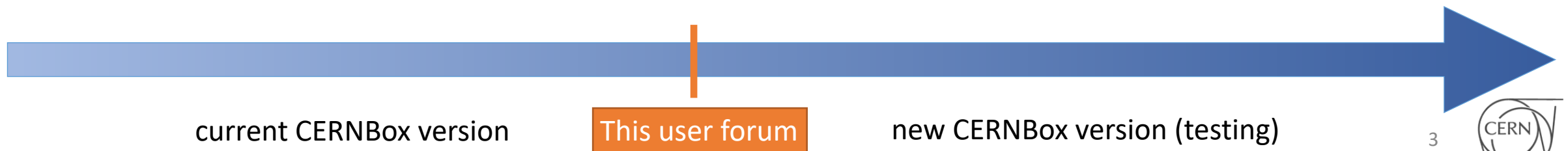
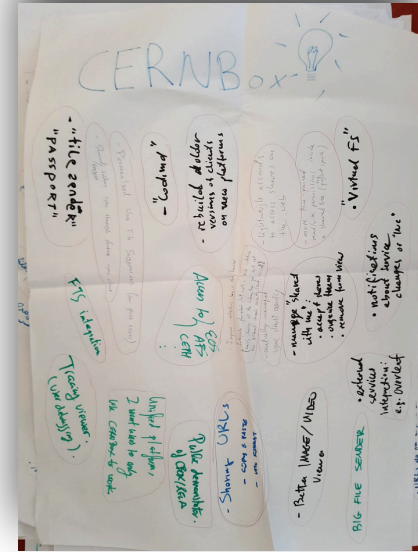
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How do we handle feedback?

- We discuss and collect all requests for improvements and track them internally
- We make new features and improvements available for prior testing and feedback
 - Beta versions of desktop and mobile clients (available from cernbox web page)
 - Canary mode for web interface (opt-in)
- We also pass requests to the upstream development company (Owncloud) for prioritisation
 - Result: this year we have been collaborating with Owncloud on a major new version ([OCIS](#))
 - We will make it available for preview in January 2022





Further user engagement and next steps

- Being close to the user community is paramount for our service
- Any other communication channels needed for CERNBox users?
 - User forum on the web?
 - Any other ideas? Provide feedback in the Indico surveys!



- **Next steps — next presentations**
 - Selected new features of the new version of CERNBox
 - Web UI — *by Elizaveta*
 - Sync clients — *by Samuel*
 - Roadmap — *by Diogo*
 - What comes in Q1 2022
 - What comes later in 2022 and beyond

Have we missed anything?
Leave us your feedback!