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## Improving user and customer experience in CS3 services

The National Education and Research Network (RNP) is an organization that plans, designs, implements and operates the national network infrastructure under contract with the Ministry of Science, Technology, Innovation and Communications (MCTIC). A current government program includes five ministries - MCTI, Education (MEC), Culture (MinC), Health (MS) and Defense (MD), and annually define the objectives of the contract and its plan.

The increasing production of scientific data (eg, environmental monitoring, biodiversity databases, a variety of simulation and visualization systems such as climate forecasting, high physical energy data collection, astronomy and cosmology), cultural datasets and others, brings the need for a scalable, sustainable and high availability IT infrastructure to support these demands, and these facilities must be located in a distributed manner and locations offering telecommunications, energy and safety services, as well as appropriate physical space and infrastructure.

In addition to the question of where these data are stored and processed, there is a need to create different institutions in research programs, such as the Large-scale Biosphere-Atmosphere Experiment in the Amazon (LBA), which is composed of 280 institutional and international, with about 1400 Brazilian scientists, 900 researchers from Amazonian countries and 8 European nations and from American institutions, aiming to study and understand the climate and environmental changes in the Amazon. In this type of community sharing information securely and in compliance with legislation, whether from data collected from sensors, or in the production of articles or articles, is vital, and a cloud file synchronization and sharing solution meet this demand.

edudrive@RNP is cloud file synchronization and sharing offered by RNP to your community, it allows users to sync your data between your desktops, notebooks, smartphones, and tablets and share this data with others users of the service or not, supporting researchers, teachers, and students in research projects and during his academic studies.

The service is developed by RNP, in partnership with Anolis IT and is based on Owncloud software, which acts as the frontend of the service offering a web portal, desktop, and mobile clients that users use to synchronize and share their files. Besides, Openstack Swift is also used as a multi-tenant object storage backend, which provides high scalability, cost savings, and significant resiliency, as a Software-Defined Storage (SDS). Additionally, one of the key service requirements it's the integration with the Shibboleth-based SAML federation for user authentication and authorization.

Although EFSS services are very simple to use, several design gaps have been identified in the service's construction journey on the open-source platforms that provide user interfaces, especially for those non-science and technology users. Also, a lack of visibility was identified from the point of view of who contracts the service, and in some cases was very difficult to report or justify the use of that service.

To mitigate these problems, strategies, and features based on surveys focused on customer experience and user experience were implemented so that their adherence and satisfaction were improved.

The purpose of this presentation is to demonstrate the advances made in Owncloud usability, considering a service provider role, from both, user and customer perspective.

User Experience Improvements:

1. First Access / Use Tutorial
2. User Feedback
3. Account Closure

4. Login Notifications
5. User's Guide
6. Integrations (Draw.io, Collabora, etc)
7. Shared Folder Uploader Identification
8. Shared Link View Counter
9. Password Sharing Identification in Web Interface

Also, the enhancements developed to improve the customer experience will be presented:

1. Customer Status Reports
2. Management Portal
3. Management API (under development)
4. Privacy and usage policy management (under approval)

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