

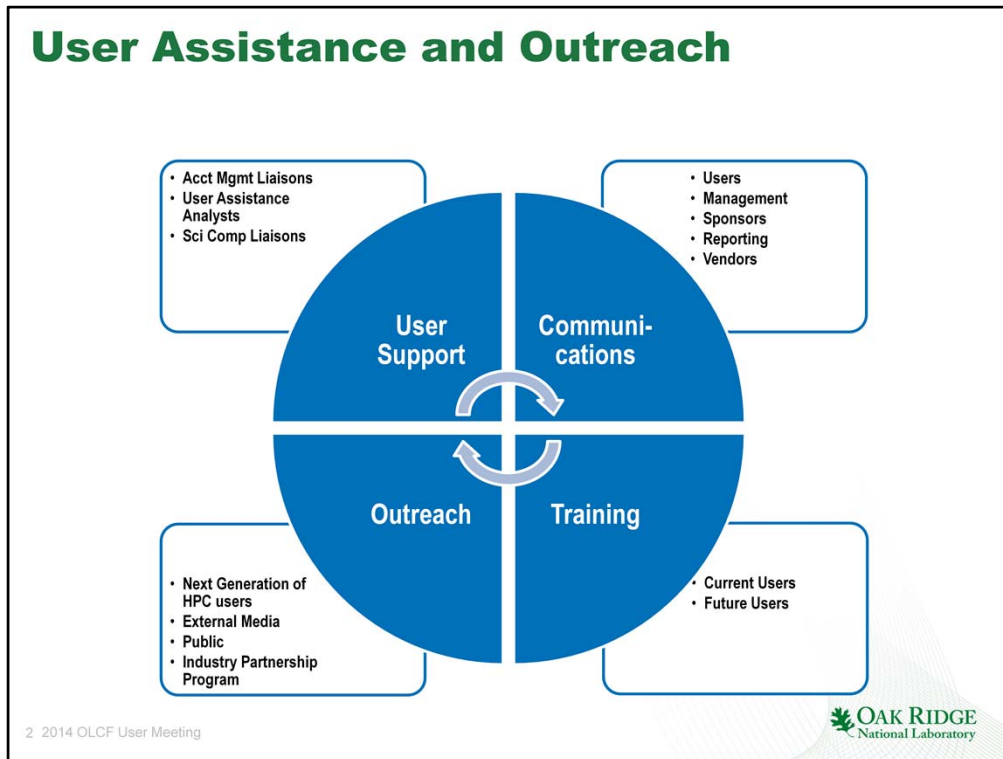
OLCF User Assistance and Outreach



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Thanks Judy for that good description of the Scientific Computing Group. I am not going to tell you all about our 2nd User Facing group called User Assistance and Outreach also known as UAO.



UAO has four main focus areas. The first is providing users with account and technical support. The second is providing communications to users, center management and our sponsors in terms of reports, and vendors in terms of feedback from users. Another big focus area is training which includes training current and future users of the OLCF. Last, we spend a good deal of time on Outreach communities to let you, the public, and our program managers know what is happening here at the OLCF.

I am going to take a few minutes and dive into each of these areas into a little more detail.

OLCF User Assistance – Accounts

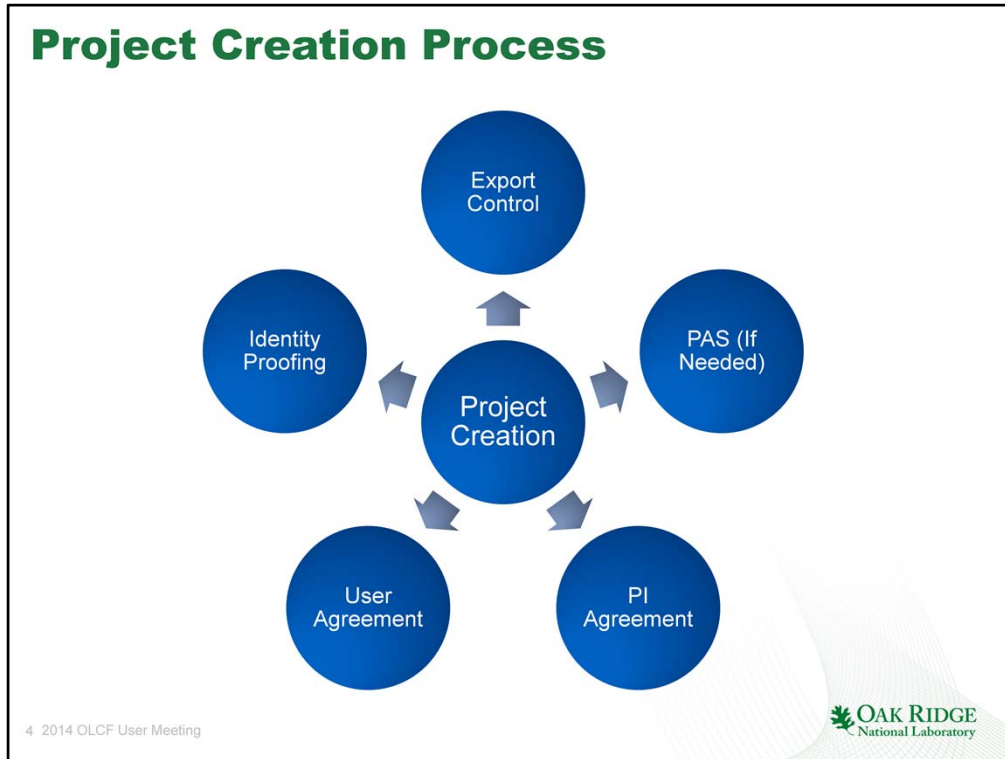
- Responsible for ensuring all of the requirements are met to enable projects and accounts
- Process ~200 projects per year
- Process ~1,400 user applications per year
- Responsible for collecting/tracking quarterly reports
- Responsible for tracking self-reported publications



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First, I would like to introduce the three members of our Accounts Team including Lisa Rael, Deborah Rose, and Suzette Stiles. If you are a user of the OLCF facility, you have had some contact with these three members of UAO. This team is responsible for setting up all of the projects and users at the center. On average, they process approximately 200 projects and about 1,400 users a year. They are also responsible for collecting your quarterly and closeout reports and for reporting on publications.



I have a of slide hereon the requirements that we must meet in order to facilitate access to the OLCF facility. As you can imagine due to the fact that we are a DOE lab and can accommodate both proprietary and ITAR projects, we have a pretty stringent process that we must follow in order to facilitate access to the OLCF. So thank you all for your patience and your cooperation on completing all of the paperwork as we work to add your users to your projects.

OLCF User Assistance – Technical Support

- Help users compile and debug large science and engineering applications
- Identify and resolve system-level bugs in conjunction with other technical staff and vendors
- Install third-party applications and provide documentation for usage
- Engage center staff to ensure users have up-to-date information
- Research, develop, and maintain support materials for users, including documentation on the website



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The next group folks in UAO are the technical support team members. This group is made up of 8 people and if you have ever filed a trouble ticket, chances are good that you have interfaced with a member of this team. Some of their duties include:

OLCF User Assistance – Technical Support Continued

- Communicate with users
- User advocates
- Develop and deliver training
- Develop and maintain the OLCF website and content management system
- Maintain OLCF's Resource and Allocation Tracking System
- Provide center stats, metrics, data
- Surveys



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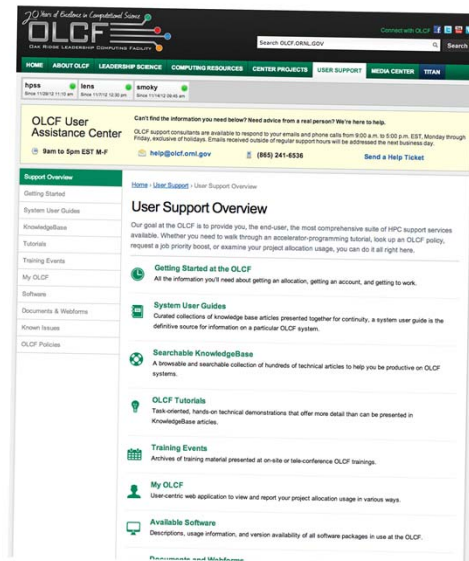
In addition....

OLCF Support Site

- All support information available at:

<http://olcf.ornl.gov/support/>

- Getting started
- User guides
- Tutorials
- Software inventory
- Knowledge base
- Known issues
- Official policies
- Past & future events


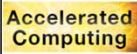


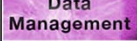


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We have another lunch talk tomorrow where we are going to do a deeper dive into some of the services and new systems that are available at the OLCF but I wanted to spend a few slides covering a few high level items. I want to make sure everyone is aware where they can go on the OLCF website to find User Support type information. You go to the OLCF home page and click the User Support tab. From there you can gain access to information like....

User Guides

- Titan
- Accelerated Computing
- Eos
- Rhea
- Data Management

	Titan User Guide With a theoretical peak performance of more than 20 petaflops, Titan is the OLCF's flagship supercomputer. This hybrid-architecture Cray XK7 system gives computational scientists unprecedented resolution for studying a whole range of natural phenomena.
	Accelerated Computing User Guide The flagship supercomputer at the OLCF, Titan, employs 18,688 NVIDIA Tesla K20X GPU accelerators. This guide is provided to aid researchers in the process of transforming traditional CPU code to accelerated code that is well-suited for execution on Titan.
	EOS User Guide Eos is a 744 node Cray XC30 cluster. The processor is the Intel® Xeon® E5-2670. The Eos compute partition contains 11,804 traditional processor cores, and 47.6 TB of memory. Suitable Eos uses include application porting, software generation and optimization, and small-scale jobs that support capability jobs on Titan.
	RHEA User Guide Rhea is a (512)-node commodity-type Linux cluster. Its primary purpose is to provide a conduit for large-scale scientific discovery via pre/post processing and analysis of simulation data generated on larger, flagship OLCF systems.
	Data Management User Guide Data management has always been an important part of HPC. In this guide find information about the OLCF data policy, where and how to store your data, and how to transfer it.

The most heavily visited items on the OLCF website are the User Guides. You will hear more about these tomorrow but I wanted to call your attention to this part of the site and make you aware that in the last year, we have added 4 new guides in addition to the Titan User Guide.

Communications

Multiple channels for communicating with users including:

- Weekly email message
- Welcome packet
- General email announcements
- Opt-In email notification lists
- Message of the day (MOTD)
- OLCF websites
- User Conference calls
- OLCF User Council
- One on one interactions through liaisons and analysts
- Social networking vehicles



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A big part of what UAO is responsible for is communicating to users. At this time, our main communication vehicle is the weekly email which generally goes out every Friday. If you only read communication from the OLCF, I would recommend it be the weekly email. This email contains information on items that could be currently affecting the center and upcoming outages, software changes, events, call for proposals, etc.

User Con Calls, Workshops, and Training

- Resumed monthly OLCF user con calls last year
 - Attendance is steadily increasing
 - Recent topics include data transfer, EOS, and Rhea
 - We want you feedback on future topics
- Recent events include:
 - [Joint Facilities User Forum on Data-Intensive Computing](#)
 - July
 - [Paraview Workshop](#) – May
 - [Compiler Directives Weekly Lunch Webinars](#)- Summer
- 2014 OLCF User's Meeting date will be announced shortly

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Again, training is one of our key activities. You will hear more about this tomorrow, but I wanted to remind you all that we have a monthly con call on the first Tuesday of every month. We have lots of different kinds of people from the OLCF participate in this call and at the ready to help answer any questions you might have.

OLCF Survey

- Annual OLCF Survey will be released in October
- Past survey results can be found on the OLCF website under the Media Center section and you will hear more about the 2013 survey tomorrow

HOME ABOUT OLCF LEADERSHIP SCIENCE COMPUTING RESOURCES CENTER PROJECTS USER SUPPORT MEDIA CENTER SC13

Center Reports

OLCF 2013 Outreach Survey
[PDF | Size: 1.2 MB]

2012-2013 ANNUAL REPORT
DOWNLOAD NOW

ATLAS STATUS UPDATES
Work on the Atlas file system is ongoing. See the [Atlas Updates](#) page for complete information.

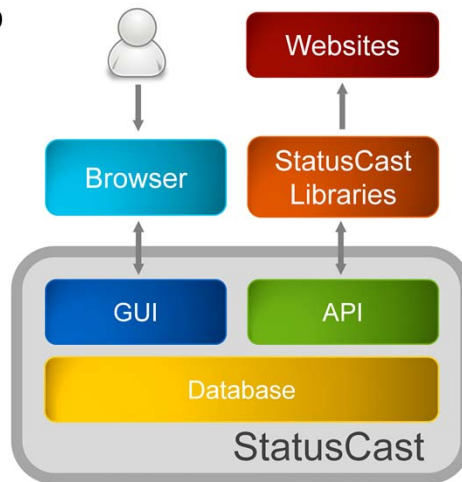
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I want to make a shameless plug for the OLCF survey. In early October, you will receive an email asking you to participate in the survey. Please take a moment to do so. It generally takes about 15 minutes but it is very important to us that you do so. The most important reason is the survey is one of the items we use to determine changes needed at the center. So, if you like something tell us so that we don't decide to change it. If you don't like something, tell us so we can evaluate it and figure out how we can improve it. In addition, we are judged as a program on our response rate and your satisfaction. So please please please respond to this survey and ask your project participants to do so as well.

New Project - OLCF Website + StatusCast API

- UAO is developing a new web service/API called StatusCast for storing and sharing publicly-available center info.
- When deployed, StatusCast will replace current downtime notifications and contain more information on past, current, and future downtimes.



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During the lunch talk tomorrow, you will hear more about some of the new systems, tools, services, and policy changes we have made thus far in 2013 in response to last year's survey. However, I wanted to let you know of one that we are working on that is not complete.

OLCF Outreach Staff Members

- **Brian Gajus**
- **Scott Jones**
- **Katie Jones**
- **Sherry Ray**
- **Jason Smith**



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The last key activity of UAO is Outreach. There are five members of UAO dedicated to Outreach but all members of the team participate in various activities throughout the year.

Outreach

Outreach team works to highlight the research of OLCF facility users through several mediums including:

- Science highlights
- DOE snapshots
- Press releases
- Quad charts
- Close out reports
- Fact sheets
- Posters
- Event Coordination

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The Outreach team also produces other outreach materials including reports and videos.

Outreach Continued

- Brochures
- External media and trade publications
- Annual Report
- Special Reports
- Videos
 - Researcher success stories
 - YouTube
 - Titan video
- Conferences
- Social Media
- Tours



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Questions?



Ashley Barker
ashley@ornl.gov