

# 2021 OLCF User Meeting

2020 Survey Results Review

- Ashley Barker

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# In this session today....

- The OLCF Survey
  - Why we do it (Primary Reasons #1 & #2)
  - Results of the 2020 Annual Survey
  - Plea to take the 2021 Annual Survey
- Takeaways from Annual Survey & Other User Feedback
  - Plans for improvement/innovation
    - MyOLCF update
    - Containers update

# OLCF User Survey Specifics

- Why do we harass you to take the survey(reason #1)?
  - The survey is a DOE requirement and one of the primary areas in which the OLCF is assessed as part of our annual DOE Operational Assessment Review
- Conducted by the Oak Ridge Institute for Science and Education (ORISE), using questions developed by the OLCF with input provided by ORISE.
- Contained a mixture of questions soliciting ratings, information, and free form comments
- 2020 survey
  - Revisions from the 2019 survey were mostly carried over into 2020
  - The average response time was 6.7 minutes, (down from 9.8 minutes in 2019, and much less than the 18.5-minute response time in 2018).
  - Survey response rate increased from 34% in 2018 to 46% in 2019 to 55% in 2020

Description	2018	2019	2020
Response Rate	422 (34%)	578 (46%)	<b>688 (55%)</b>
OLCF user <1 year	23%	32%	<b>30%</b>
OLCF user 1–2 years	22%	21%	<b>32%</b>
OLCF user >2 years	55%	47%	<b>38%</b>

# 2020 Overall User Survey Results

Users score OLCF on a 1-5 scale.  
 1 = Very Dissatisfied  
 2 = Dissatisfied,  
 3 = Neither Satisfied nor  
 Dissatisfied  
 4 = Satisfied  
 5 = Very Satisfied

Survey Question	Target	2018	2019	2020
Overall OLCF Satisfaction	3.5/5.0	4.6/5.0	4.5/5.0	<b>4.6/5.0</b>
Overall Satisfaction with Support Received	-	-	4.6/5.0	<b>4.6/5.0</b>
Overall Satisfaction with the Website	3.5/5.0	4.4/5.0	4.4/5.0	<b>4.4/5.0</b>
Overall Satisfaction with Communications	3.5/5.0	4.4/5.0	4.6/5.0	<b>4.6/5.0</b>
Overall Satisfaction with OLCF Support Services (across all support teams)	3.5/5.0	4.5/5.0	4.5/5.0	<b>4.5/5.0</b>
Overall Satisfaction with Problem Resolution	3.5/5.0	4.6/5.0	4.5/5.0	<b>4.5/5.0</b>
Overall Satisfaction with the Compute Resources	3.5/5.0	4.6/5.0	4.6/5.0	<b>4.6/5.0</b>

# 2020 User Survey Results Across Programs

The survey results among our four programs did not vary greatly. We received the most responses from our ECP and INCITE users and the least amount from our ALCC users.

Allocation Program	Percentage of Responses
INCITE	39%
ALCC	18%
DD	29%
ECP	41%

Survey area	INCITE			ALCC			DD			ECP		
	Mean	Variance	Std. Deviation	Mean	Variance	Std. Deviation	Mean	Variance	Std. Deviation	Mean	Variance	Std. Deviation
Overall satisfaction with the OLCF	4.6	.31	.56	4.6	.34	.58	4.6	.28	.53	4.5	.40	.63
Overall satisfaction with compute resources	4.6	.35	.59	4.6	.38	.62	4.6	.31	.56	4.5	.44	.66
Overall satisfaction with data resources	4.6	.36	.60	4.5	.42	.65	4.6	.35	.59	4.5	.42	.65
Overall satisfaction with staff support	4.6	.40	.63	4.6	.38	.62	4.6	.34	.58	4.5	.46	.68

# Problem Resolution Key Survey Results

The OLCF received an average rating of 4.5 for all questions related to problem resolution.

Survey Question	2019	2020
Quality of OLCF response to reported issues	4.6/5.0	4.6/5.0
Timeliness of OLCF response to reported issues	4.5/5.0	4.6/5.0
Usefulness of support and training documentation	4.5/5.0	4.5/5.0
Overall satisfaction with problem resolution	4.6/5.0	4.5/5.0

## ***“The Survey Says”***

“In my experience the best qualities of OLCF are:

- 1) Leadership class computational resources that enable high risk and impactful science.
- 2) Collaboration and support from our INCITE Liaison has been extremely helpful.
- 3) Timeliness and quality of problem resolution is excellent.”

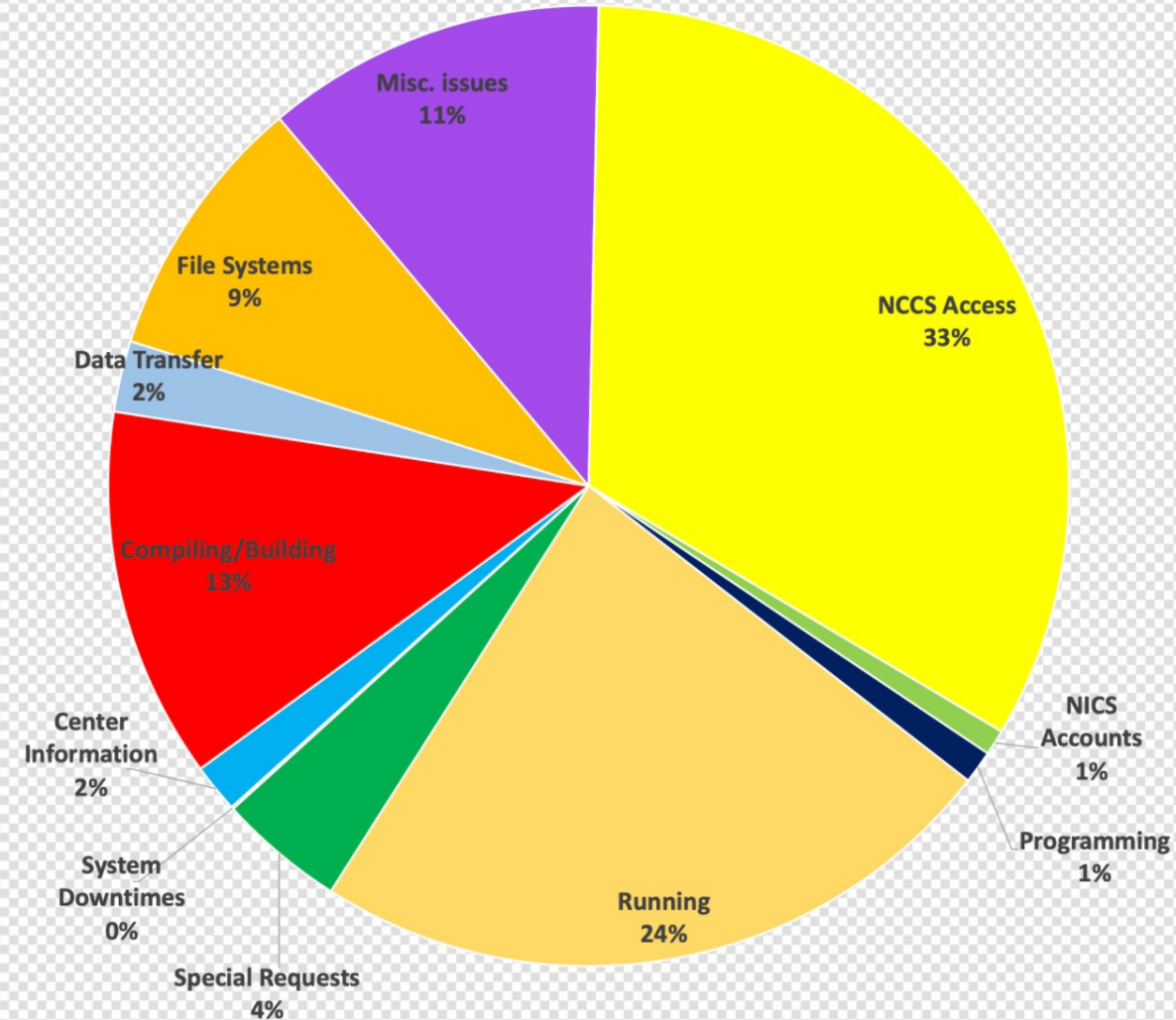
“OLCF provides access to computing resources of a magnitude that we would otherwise not have access to. Utilizing Summit allows us to run problems that we cannot run on any other system. The OLCF staff make using the systems straightforward and the support we receive has always been excellent.”

“I really like the OLCF support team. I have encountered a couple issues with the Summit system. The support team was very helpful and proactive in assisting me.”

“We're pleased with the user guides, which are extremely helpful for navigating the complexities of the system (especially the complexity of using jsrun and resource sets).”

# Problem Resolution

- Tickets are tracked using **JIRA** and users may submit tickets via **email**, the online request form, in person, or by phone.
- Each ticket has an assigned owner, but all members of the OLCF support groups are copied on the initial ticket notification describing the problem.
- “Addressing a problem” means that all necessary corrective actions for the reported problem have been identified and carried out.
- **90%** of all tickets were addressed within 3 business days, exceeding the problem resolution target.
- The OLCF addressed **2,839 tickets** in 2020.
- Running jobs and account issues were the top ticket categories in both 2019 and 2020.



# Survey Feedback for Improvement

- Why we harass you to take the survey (reason #2)
- We identified 43 items that we plan to address/improve in the coming months in these areas
  - System Documentation – (ex. Burst buffers, using multiple threads per node, ML/DL, etc.)
  - Training – (ex. burst buffers, ML/DL tools, Slate)
  - Communication – (ex. automated notifications when projects near their allocation)
  - System/Security policies – (ex. soft tokens)
  - New enhancements/improvements to MyOLCF (More to come in my presentation)
  - Software Services & Documentation (More to come)
  - Containers (Update from Ryan Prout)

**Contributing to these docs**

**Submitting suggestions**

Have a suggestion for improvement? Share it with us by [opening an issue](#).



# What is **myOLCF** ?

- Many of the responses in the survey were in relation to you wanting more self-service tools/reports
- Enter MyOLCF 😊
- A modern self-service portal for OLCF principal investigators and end-users
- <https://my.olcf.ornl.gov>
- New releases every 3-4 weeks

# What can you do with **myOLCF** ?

- View information about your Project(s), Project Users, Allocation(s)
- View graphs / query data on project metrics
- Track the status of your Account Application(s)
- Update your contact information on file with us
- Users: **Quickly apply to renew your project membership(s)**
- Users: **Quickly apply to a new project**
- PIs: **Quickly apply to renew your existing DD project(s)**
- PIs: Approve project applicants with (1) click

# Feedback From Annual User Survey

- I want an easier way to do the annual renewal of of my OLCF User Account(s).
- You can now more easily renew your account by using the “Renew My Membership” Feature in MyOLCF.



The screenshot shows a web browser at the URL [my.olcf.ornl.gov/overview/project-profile](https://my.olcf.ornl.gov/overview/project-profile). The page header includes the Oak Ridge National Laboratory Leadership Computing Facility logo and the myOLCF branding. Navigation links for MY PROJECTS, MY ACCOUNT, and LOG OUT are visible. A green sidebar on the left contains a menu for project STF007 with options: OVERVIEW, Project Profile, Renew This Project, Renew My Membership, USERS, ALLOCATIONS, and ANALYTICS. The main content area displays the Project Profile for STF007: "Staff - User Assistance". It shows a Category 1 label and a General section with the following details:

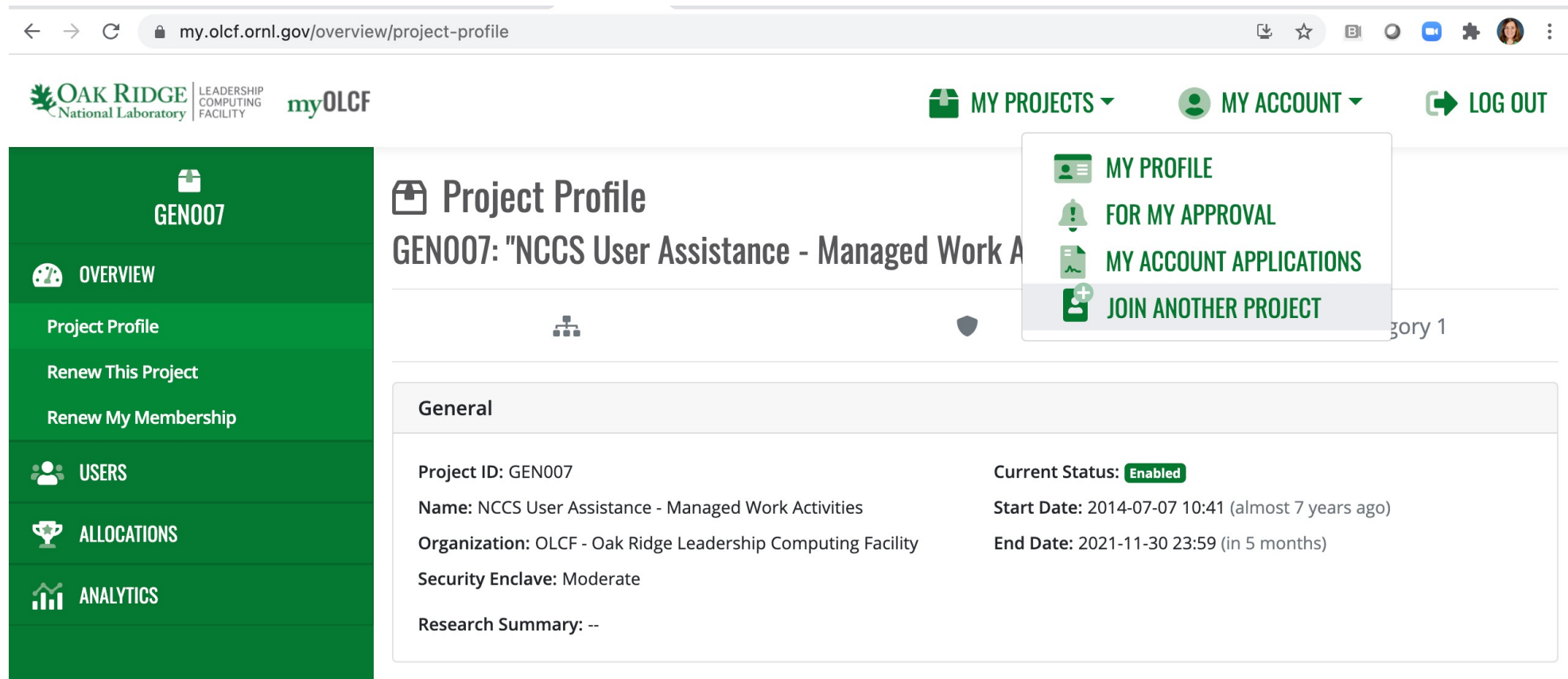
Project ID: STF007	Current Status: <b>Enabled</b>
Name: Staff - User Assistance	Start Date: 2013-01-01 00:00 (over 8 years ago)
Organization: OLCF - Oak Ridge Leadership Computing Facility	End Date: 2021-11-30 23:59 (in 5 months)
Security Enclave: Moderate	
Research Summary: --	

Below the General section is the Points of Contact section:

Principal Investigator: Ashley Barker
Account manager: Sherry Stephens

# Feedback From Annual User Survey

I want to be able to more easily apply for an account on a different OLCF Project. I am already a user. Why do I have to submit a new form every time?



← → ↻ my.olcf.ornl.gov/overview/project-profile

OAK RIDGE National Laboratory LEADERSHIP COMPUTING FACILITY myOLCF MY PROJECTS MY ACCOUNT LOG OUT

**GEN007**

OVERVIEW  
Project Profile  
Renew This Project  
Renew My Membership

USERS

ALLOCATIONS

ANALYTICS

## Project Profile

### GEN007: "NCCS User Assistance - Managed Work A

Category 1

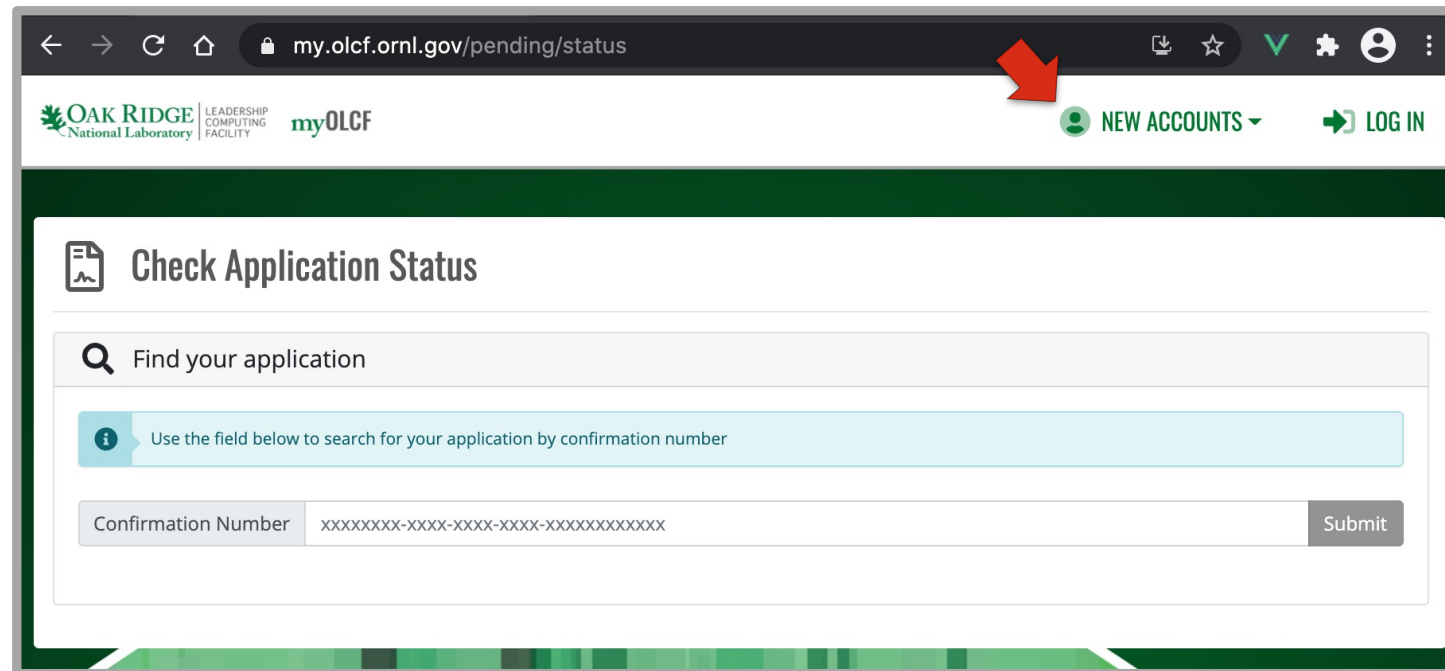
- MY PROFILE
- FOR MY APPROVAL
- MY ACCOUNT APPLICATIONS
- JOIN ANOTHER PROJECT**

#### General

Project ID: GEN007	Current Status: <b>Enabled</b>
Name: NCCS User Assistance - Managed Work Activities	Start Date: 2014-07-07 10:41 (almost 7 years ago)
Organization: OLCF - Oak Ridge Leadership Computing Facility	End Date: 2021-11-30 23:59 (in 5 months)
Security Enclave: Moderate	
Research Summary: --	



# Feedback From Annual User Survey

- Comment: “I never know the status of my account application after I submit it.”
- myOLCF feature: Query the status of your application(s)



The screenshot shows a web browser window with the URL `my.olcf.ornl.gov/pending/status`. The page header includes the Oak Ridge National Laboratory logo and the text "LEADERSHIP COMPUTING FACILITY myOLCF". In the top right corner, there are two links: "NEW ACCOUNTS" with a dropdown arrow and "LOG IN" with a right-pointing arrow. A red arrow points to the "NEW ACCOUNTS" link. Below the header, the main content area is titled "Check Application Status" and features a search bar with the placeholder text "Find your application". Below the search bar, there is a light blue information box that says "Use the field below to search for your application by confirmation number". Underneath this, there is a text input field labeled "Confirmation Number" containing the placeholder text "xxxxxxxx-xxxx-xxxx-xxxxxxxxxxxx" and a "Submit" button.

# Feedback From Annual User Survey

Application ID	Status	Project ID	Applicant	Completed On	
11477	Testing	BIF134_MDE	Adam Carlyle	--	 

**Application 11477** Confirmation ID: ee7dd315-25c6-48cf-bb7c-a54bbcc74bf5

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**Concerning the project applicant** 0 / 1 completed

- The Project PI reviews, then approves or rejects your project membership request [In Process](#)

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**Concerning the applicant's contractual agreements** 0 / 3 completed

- You sign and return a "Sensitive Data Rules" form [In Process](#)
- You agree not to use sensitive data on a fundamental research project [In Process](#)
- You complete a form related to Radiation Safety Information [In Process](#)

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**Concerning the project's contractual agreements** 0 / 1 completed

- Our accounts team executes an "institutional user agreement" with your employer [In Process](#)

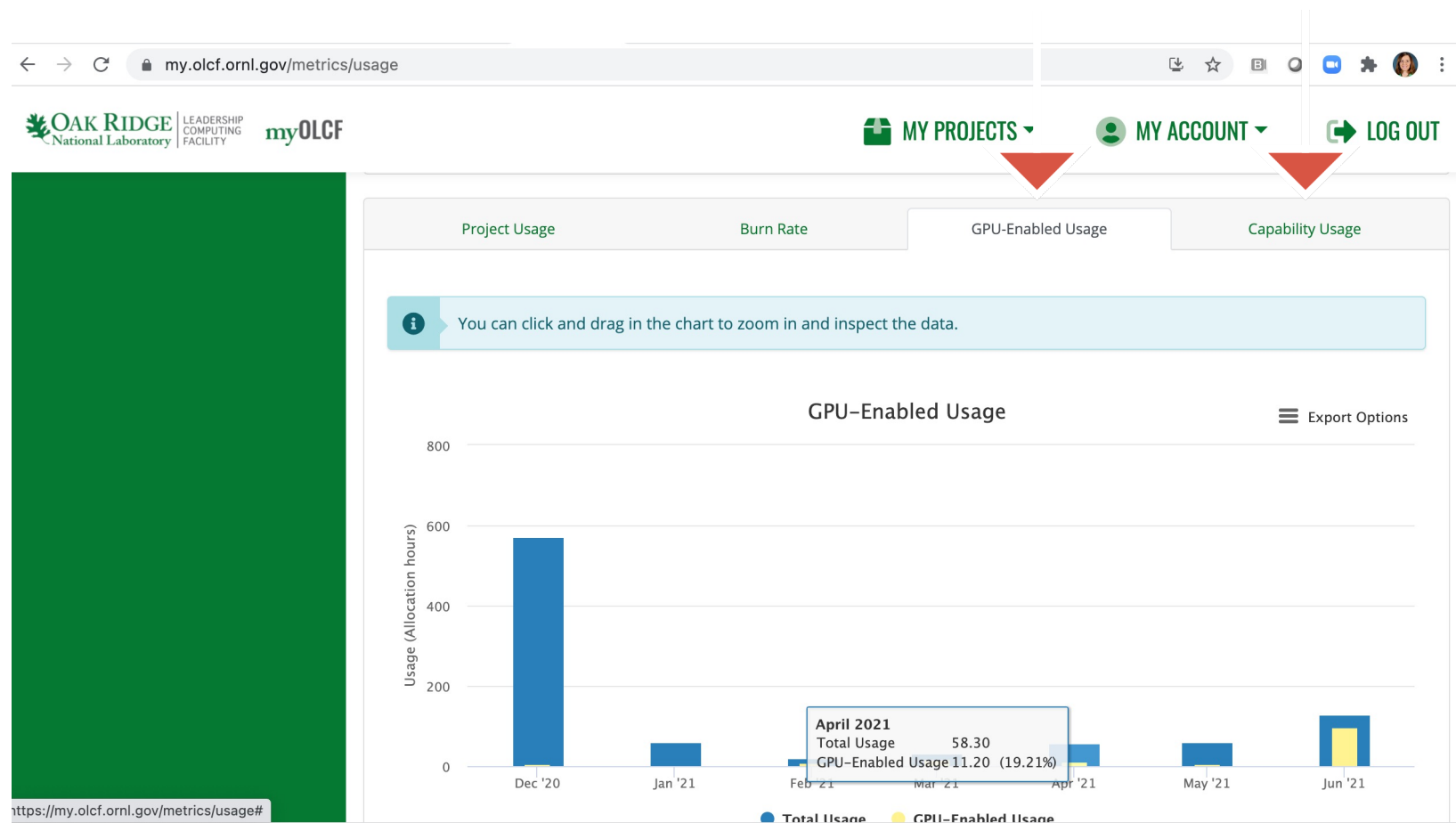
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**Concerning the applicant's RSA SecurID token** 0 / 3 completed

- An RSA SecurID token is shipped to you [In Process](#)
- You verify receipt of the RSA SecurID token via notarized form or video conference [In Process](#)
- We enable your RSA SecurID token [In Process](#)

# Feedback From Annual User Survey

- Comment: “My project’s allocation usage on [the old website] does not match the report from the Summit `showusage` command”
- myOLCF feature: common back-end APIs into canonical data warehouse(s)
- New reports now available



# Feedback From Annual User Survey

I don't have time or can't find a registered notary in my area to perform the Level 2 Identity Assurance step for my assigned OLCF RSA SecurID token.

← → ↻ my.olcf.ornl.gov/video-conference

### Schedule a video conference

**General Information**

\* First Name  Middle Name  \* Last Name

\* Application Confirmation Number

**Choose a Date and Time** All times shown are *Eastern Daylight Time (GMT -04:00)*

\* < June 2021 >

Su	Mo	Tu	We	Th	Fr	Sa
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19

← Select a date from the calendar first



# Active/Known Issues

- Asked PIs to approve their own account applications [fixed]
- Can currently only support (1) PI per project for transactional/automated emails [pending]
- OLCF “Open Enclave” projects not yet supported [pending]
- Mobile-device styling and layout not optimal [pending]
- Time zone translation issues with video conference scheduling form [pending]

# MyOLCF Development Roadmap

- Automated emails when projects get close to consuming their full allocation
- Smarter project and account application forms
- Status check for Project Applications
- File system utilization metrics for HPSS & Alpine
- Help ticket visibility
- Quarterly and end-of-project report uploads

# Software Update: User Managed Software (UMS)

- Provides a mechanism for users to make their software available to the OLCF user community
  - No longer need to share software via \$WORDLWORK which is not backed up and is subject to purge
- UMS software is built, maintained, and supported by specific OLCF users
  - User is responsible for ensuring functionality of their software and modulefiles
- Projects can submit a UMS area request via MyOLCF
- Some packages already using UMS: flux, RAPIDS, Adios2

# Questions?



# General Site Navigation

The screenshot displays the myOLCF interface. At the top left, the logos for OAK RIDGE National Laboratory, LEADERSHIP COMPUTING FACILITY, and myOLCF are visible. The top right navigation bar includes a 'Project List' button (a folder icon with 'MY PROJECTS' and a dropdown arrow), a 'MY ACCOUNT' button (a person icon with a dropdown arrow), and a 'LOG OUT' button (a right-pointing arrow). A red arrow labeled 'Current Project' points to the 'STF040' project header in the left sidebar. The sidebar is a dark green vertical menu with a rounded bottom section containing 'OVERVIEW', 'USERS', 'ALLOCATIONS', and 'ANALYTICS'. The 'OVERVIEW' section is highlighted with a red rounded rectangle and contains 'Project Profile', 'Renew This Project', and 'Renew My Membership'. The main content area shows the 'Project Profile' for 'STF040: "Operations: Software Services Development"'. It includes a 'General' section with details: Project ID: STF040, Name: Operations: Software Services Development, Organization: OLCF - Oak Ridge Leadership Computing Facility, Current Status: Enabled, Start Date: 2021-03-02 00:00 (about 2 months ago), End Date: 2022-03-31 23:59 (in 11 months), and Security Enclave: Moderate. Below this is a 'Points of Contact' section listing the Principal Investigator as Adam Carlyle and the Account manager as Lisa Mulig.

Project Actions

# General Site Navigation

The screenshot shows the user profile page for MR. ADAM CARLYLE. The page is divided into a top navigation bar, a left sidebar, and a main content area. The top navigation bar includes the ORNL logo, 'myOLCF', and buttons for 'BACK TO PROJECTS', 'MY ACCOUNT', and 'LOG OUT'. The 'MY ACCOUNT' button is highlighted with a red box and labeled 'Account Nav'. The left sidebar, labeled 'Current Account' and 'Account Actions', shows the user's name and a list of actions: 'MY ACCOUNT', 'My Profile', 'For My Approval', 'My Account Applications', and 'Join Another Project'. The 'MY ACCOUNT' action is highlighted with a red box. The main content area displays the user's profile information, including contact details (Name, Email, Phone, Shipping Address) and personal information (Citizenships, Employer, Employment Status, ORCID).

**Account Nav**

**Current Account**

**Account Actions**

OAK RIDGE National Laboratory | LEADERSHIP COMPUTING FACILITY | myOLCF

← BACK TO PROJECTS MY ACCOUNT ▾ → LOG OUT

MR. ADAM CARLYLE

My Profile Edit Profile

MY ACCOUNT

My Profile

For My Approval

My Account Applications

Join Another Project

Contact

Name: Mr. Adam Carlyle

Email: carlyleag@ornl.gov

Phone: +1-865-555-5555 (Work)

Shipping Address: PO Box 2008, MS6016, Oak Ridge TN 37831-6016

Personal

Citizenships: United States Citizen

Employer: Oak Ridge National Laboratory (ORNL)

Employment Status: Faculty Member / Professional Staff / Research Scientist

ORCID: <https://orcid.org/0000-0002-6464-9656>