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## Chapter

### How to Include Users in the Design and Development of Cyberinfrastructures?

January 2018

DOI: 10.1007/978-3-319-91797-9\_46

In book: Design, User Experience, and Usability: Theory and Practice

Hashim Chunpir

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Article Full-text available May 2012

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#### User Experience (UX) of a Big Data Infrastructure

Conference Paper Full-text available May 2017

Hashim Chunpir · Dean Williams · Thomas Ludwig

Earth System Grid Federation (ESGF) a well-known e-infrastructure provides open data to study the

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### A Software to Cap... Mental Mo

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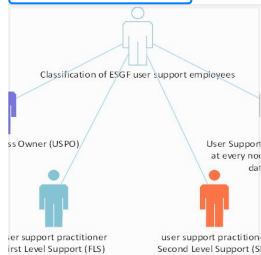
Hashim Chunpir · Thomas Ludwig

Research shows that people construct mental models of concepts, situations and things, thus the theory of mental models is a well-established phenomenon in science. While people are given a particular task, they also construct a mental model to solve that task, for instance; a task to draw spatial objects e.g. t...

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### ASSISTING USERS IN OPEN DATA INFRASTRUCTURES: A MANAGEMENT PERSPECTIVE

Conference Paper

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Oct 2016

Hashim Chunpir · Luciana A M Zaina

Utilizing user support is an essential activity in e-Science to maintain and strengthen the research activities via an e-Science infrastructure to benefit science as well as our society. User support process is present in almost each and every e-Science infrastructure to support the users. However, there are...

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Conference Paper

Sep 2015

Joelma Choma · Luciana A M Zaina · Tiago S. Da Silva

The interest on promoting the Academia-Industry partnership in the software development field has been increasingly encouraged by means of research approaches that support the cooperation between researchers and practitioners. The main focus is driven by the collaborative work where the scientific...

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### Open Data Evolution in Information Systems Research: Considering Cases of Data-Intensive Transportation and Grid Systems

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Jul 2016 · Lecture Notes in Computer Science

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communities. Nevertheless, the potential of OD is still not leveraged in many areas. In this work, we

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### Improving User Interfaces for a Request Tracking System: Best Practical RT

Conference Paper Jul 2016

Hashim Chunpir · Endrit Curri · Luciana A M Zaina · Thomas Ludwig

User Interface (UI) design guidelines have not been adequately applied towards the design of UI of request tracking systems. Moreover, UI of request tracking systems in particular have not been researched in federated e-Science organisations. These systems, however, play a central role for the...

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### Prioritizing Tasks Using User-Support-Worker's Activity Model (USWAM)

Conference Paper Jul 2016

Hashim Chunpir

Service desk has been widely deployed to cater user-support in an organisation. However, in the field of e-Research there are only few studies conducted to enhance the user-support services or user-services. Little has been done to improve the motivation of the employees of e-Science infrastructures to servic...

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### Citizen Science: New Research Challenges for Human-Computer Interaction

Article Jun 2016 · International Journal of Human-Computer Interaction

Jennifer Preece

Citizen science broadly describes citizen involvement in science. Citizen science has gained significant momentum in recent years, brought about by widespread availability of smartphones and other Internet and communications technologies (ICT) used for collecting and sharing data. Not only are more projec...

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### Evolution of e-Research: From Infrastructure Development to Service Orientation

Conference Paper [Full-text available](#) Aug 2015

Hashim Chunpir · Thomas Ludwig · Dean Williams

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# developmental process and evolution of an e-Research platform: Earth System Grid Federation (ESGF)...

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<b>Sponsors</b>	The sponsors approve budgets for data projects and the developments of ESGF data archive e.g. Department of Energy, European Commission etc.
<b>Projects</b>	The data projects are the data holdings which are climate observations available in the form of data sets. These data sets can be downloaded by researchers and are stored at different nodes and form the data sets of federated data archive.
<b>Federated Data Archive</b>	The federated data archive composed of multiple nodes connected together has storage capacity and the software, service oriented components into human resources to support user operations.
<b>ESGF stipulations</b>	The principal investigator takes care of specific managerial and users activities and interacts with the technical teams and may communicate technical details to the sponsors.
<b>Teams &amp; Units</b>	The technical teams, administrators and the team leads are part of a parent administrative body guided by a principal investigator. The team led by a leader takes care of maintenance and development of node(s) that is under the jurisdiction of their administrative domain.
<b>Data Gateway Security Composite</b>	A user can access data sets freely via nodes. A node that forms an ESGF network can host maximum four functions or flavors namely: Data i.e. holding records, Germany i.e. US Security i.e. user registration, identity authentication and authorization mechanism and Compute analysis advanced compute capability normally through High Performance Compute. By default each one is a data node.

## Improving Processes for User Support in e-Science

Article Full-text available Dec 2014

Hashim Chunpir · Thomas Ludwig · Endrit Curri

Support processes play an important role to facilitate researchers (users) to accomplish their research activities with the help of cyber-infrastructure(s). However, the current user-support practices in cyber-infrastructure are being followed without an accountability and ownership of tasks thus over-burdenin...

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