

# LC User Engagement

Elsa Gonsiorowski (LLNL)

Partnering with users throughout the HPC platform lifecycle

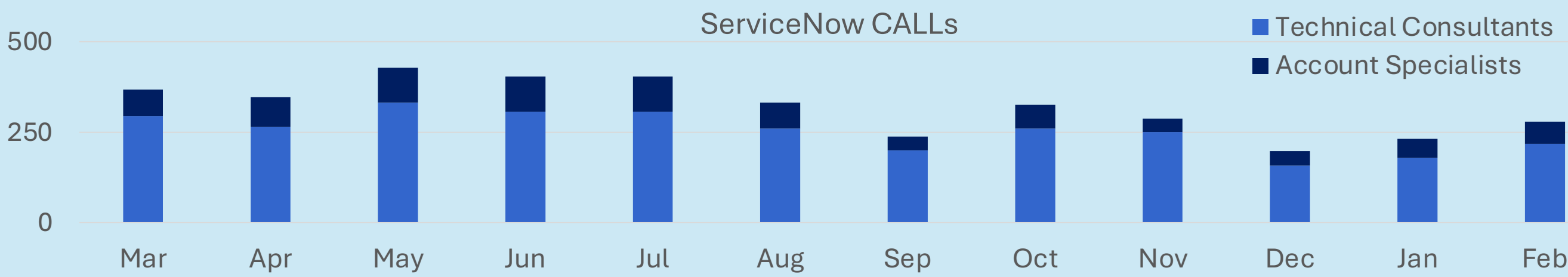
procurement

fielding

operation

retirement

## User Support



Monthly ServiceNow ticket volume for LC Hotline technical consultants and account specialists. Additional user inquiries are addressed in-person, via email, and on various chat platforms.

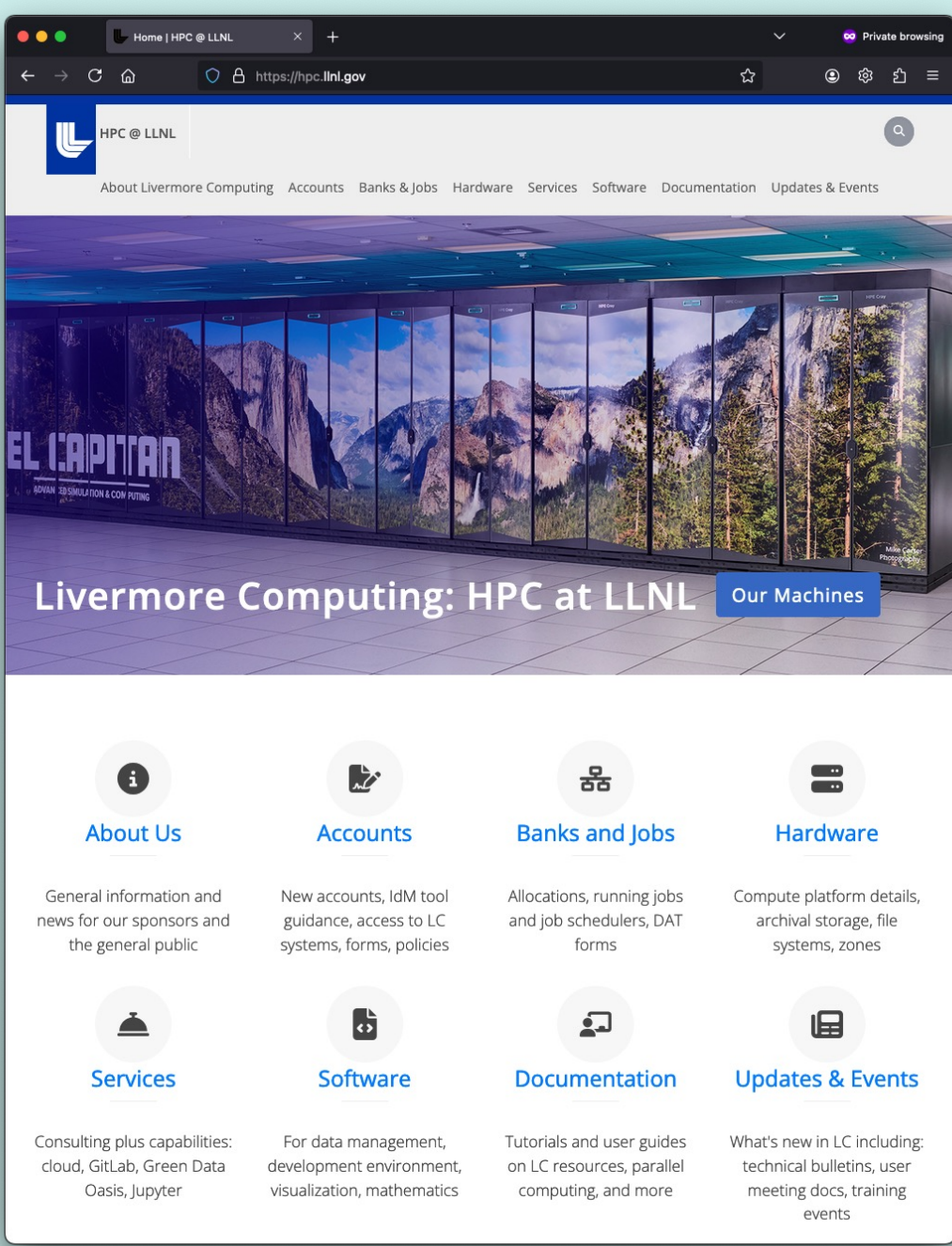
LC supports its users 24x7, with our operations team often responding to calls outside of business hours. While all LC staff are fully empowered to respond to user issues, most inquiries come through the LC Hotline who then engage SMEs as needed.

The LC hotline is staffed by 10 FTEs, with additional support from SMEs.

## Documentation

LC maintains extensive publicly accessible user documentation on [hpc.llnl.gov](https://hpc.llnl.gov). This website covers the range of needs, including:

- Tutorials, which guide users through learning objectives;
- How-to guides, or goals-oriented descriptions of common issues and solutions;
- Explanation pages, describing the context and whys behind functionality;
- Reference pages, or technical descriptions of tool usage.



Public user documentation website: [hpc.llnl.gov](https://hpc.llnl.gov)

## Communication

LC hosts many systems, each with differing capabilities and at various stages of the HPC platform lifecycle. Clear and informative communication with various user communities is essential for productive work and smooth transitions from one platform to the next. LC leverages a number of approaches, both digital and in-person, to communicate effectively.

User engagement is a vital aspect of a successful HPC facility. LC's ability to field top systems relies on our understanding of user needs, across a wide variety of user communities. This understanding is built on deep, cross-organizational collaborations. Through formal and informal user support processes, LC brings HPC technical expertise to user issues. Through outreach and documentation LC is engaged with our users both to ensure their readiness for El Capitan platforms and to improve the quality of the system software provided by our HPC system deployments.



## Conclusions & Future Plans

LC serves our HPC user communities by developing and providing documentation and training, through formal and informal outreach activities, and with dedicated user support staff.

To enhance our engagement practices, LC has an ongoing effort to evaluate current gaps and identify areas for improvement.

## Outreach

- Presence at user meetings
- Reverse office hours and informal interactions
- LC-hosted meetings and roadshows
- Facilitated chat channels
- Tri-Lab hackathons
- Targeted email announcements and communication



El Capitan COE Hackathon, at which LLNL hosted developer teams from Sandia and Los Alamos.

## Training

LC provides in-person and virtual trainings to both new and experienced users. Each year we present tutorials aimed at the large population of summer students, many of whom are new HPC users. We also provide trainings as needed for our Advanced Technology Systems.



Screenshots of LC tutorials and training presentations.

## Collaborators

