

USER COMMUNITY BOARD (UCB) - TERMS OF REFERENCE

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Purpose of this Document

The purpose of this document is to set out the Terms of Reference, composition and operating arrangements of the User community Board (UCB).



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II. DOCUMENT LOG

Version	Approval Date	Approved By	Amendment
1	03/01/2011	EGI.eu Executive Board	Initial version



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1 TITLE

The name of the group is the User Community Board (“UCB”, hereafter also referred to as “the Group”).

2 DEFINITIONS

Word/Term	Definition
DCI	Distributed Computing Infrastructure
GGUS	Global Grid User Support
HUC	Heavy User Community
IPG	Infrastructure Policy Group
UCST	User & Community Support Team
OGF	Open Grid Forum
VO	Virtual Organisation
VRC	Virtual Research Community
USAG	User Services Advisory Group
UCB	User Community Board
SA3	SA3 Services for the Heavy User Communities provides continued support by supporting the tools, services and capabilities required by different heavy user communities (HUCs), identifying the tools, services and capabilities currently used by the HUCs that can benefit all user communities and to promote their adoption, migrating the tools, services and capabilities that could benefit all user communities into a sustainable support model as part of the core EGI infrastructure and establishing a sustainable support model for the tools, services and capabilities that will remain relevant to single HUCs [R3].
NA3	NA3 User Community Coordination activity integrates the user communities’ current and future use of the infrastructure by coordination of effective, responsive support for the EGI user communities (both individual VOs and those represented by VRCs) through the efforts of the national and specialist support units, coordination of training, documentation and technical requirements from the user communities to improve the EGI user experience and services and coordination of technical services to support the establishment and management of virtual organisations [R3].
SA1	SA1 Operations deals with the coordination of staff within the NGIs undertaking the NGI International Tasks within their own NGIs to interface into the European-wide production Infrastructure and the provision of the EGI Global Tasks needed to integrate the individual NGIs into a coherent, integrated European e-Infrastructure.
JRA1	JRA1 Operational Tools activity provides for the continual evolution of the operational tools used by the production infrastructure, including the ongoing maintenance and further development of the deployed operational tools, the development of the operational tools to support a national Deployment model (tool regionalisation), accounting for the use of different resources within the production infrastructure and providing an integrated operations portal for the staff running the

3 PURPOSE AND RESPONSIBILITIES

The purpose of the User Community Board (UCB) is to be the focal point within EGI for identifying and resolving issues relating to the User Communities. UCB provides a forum for end-users in structured user communities to shape the infrastructure for their needs. This includes defining the policies relating to their use of the infrastructure and by identifying and prioritising the requirements and issues relating to their use of EGI's production infrastructure. User communities in EGI are recognised through Virtual Research Communities (VRCs) as this provide a means for grouping aligned Virtual Organisations (VOs) that use the infrastructure in order to:

- Provide technical feedback on the services offered by EGI to its users
- Provide requirements to EGI for new and enhanced services

The wider context of the UCB is illustrated in the following diagram:

User Services Advisory Group (USAG): membership representation

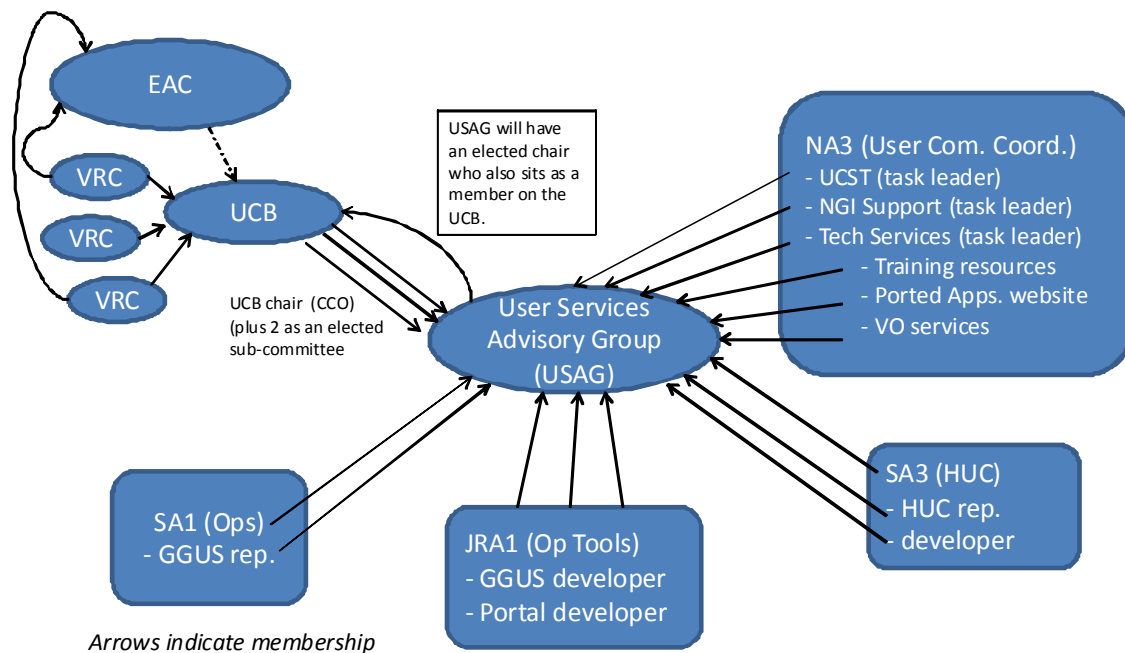


Figure 1 - USAG membership representation

The UCB is a body with responsibility for coordinating the collection of feedback from the user communities on the human or technical services that they use from EGI. The membership of the UCB will include high-level representatives from structured user communities represented in the form of VRCs such as WLCG and the various ESFRI projects as well representation from other projects collaborating with EGI where necessary. The responsibilities of the VRC representatives will be to:

- advise the EGI.eu Director on strategic and managerial issues concerning the evolution of EGI.eu's user facing services and production infrastructure;
- gather feedback from the user community relating to the quality of the production infrastructure and prioritise issues requiring management attention for resolution through the OMB;

- gather, define and prioritise requirements relating to new functionality in the production infrastructure or the user facing operational tools. These requirements are to be passed on to the OMB and TCB for their integration into their respective roadmaps and eventual delivery;
- provide high-level objectives to the appointed programme committee chair and selected local organising committee chair on the format and content of the meeting;
- improve the cohesion of the VRC activities through coordination between the different projects and VRCs.

The UCB is therefore tasked with maintaining a high level steer on user community support services and the broader support offered by EGI to the user communities. The UCB has no involvement in the day-to-day activities of the user-community services. Detailed technical discussions are delegated to the User Services Advisory Group (USAG) [R2].

4 AUTHORITY

- The Group is authorized by the EGI.eu Council through the EGI.eu Executive Board to investigate any activity within its Terms of Reference.
- The Group will comply with the Policy Development Process [R1]
- The EGI.eu Council and the EGI.eu Executive Board are the governing bodies of the Group.

5 COMPOSITION

5.1 Membership

For all members of the UCB the following information is required:

- name and surname
- the organization they are affiliated to
- voting rights
- whether they are elected or appointed or ex officio (i.e., member in virtue of holding another office). If elected, the eligibility of members and how voting will be conducted. Terms of office should be clearly stated
- the term of office (refers to the length of time the person will hold the group membership)

The list should also specify whether members of the group are treated as individual experts who do not formally represent any constituency or if their actions imply automatic approval by their organisation.

The list of members and deputies is maintained on the UCB wiki (see Section 6.2)

5.2 Chair

The chair is the EGI.eu Chief Community Officer who is appointed by EGI.eu and its rules.

5.2.1 Duties

The duties of the Chair include:

- Scheduling meetings and polling group members for agenda items
- Running the Group meetings according to the agenda and time available and ensuring that minutes are taken and published
- Ensuring all discussion items end with a decision, action or definite outcome
- Review and approve the draft minutes before distribution
- Inviting specialists to attend meetings when required by the Group

- Act as general point of contact for the Group
- Ensuring that the produced documents are presented for approval and adoption and that once approved these are published and made available in the document repository
- Ensuring that the Group meets the various demands placed on it to produce and maintain policy and advice. This will include negotiation with EGI management, members of the Group and other stakeholders to agree priorities and timelines commensurate with the effort available to the Group
- Participation in appropriate international standards bodies, e.g. OGF, to encourage the definition of standards-based frameworks, best practice and to encourage the adoption of common policies and/or standards
- Reporting to the EGI Policy Development task leader as required

5.2.2 Term of Office

The terms of office for members of this group are predominantly defined as being the duration of the position held by the individual within EGI or their respective organisation.

5.2.3 Method of Appointment

The EGI.eu Chief Community Officer is appointed *Ex officio* as chair.

5.3 Secretary

The EGI.eu Policy Development Team will provide a technical secretary.

5.3.1 Duties

Duties of the Secretary include:

- Assisting with the logistical details of meetings (be they face to face or phone/video)
- Support agenda preparation
- Taking and distributing minutes at the Group meetings
- Preparation and development of policy paper
- Assisting with the provision of, management and maintenance of document repositories and SCG web(s) and wiki(s)

5.3.2 Term of Office

The Terms of office is unlimited.

5.3.3 Method of Appointment

The EGI.eu Policy Development Manager appoints the Secretary upon request by the Group chair.

6 OPERATING PROCEDURES

- The topics and issues to be addressed can be specified either by EGI management or by UCB itself
- Any stakeholder of EGI also has the right to suggest topics for new policies and procedures or old policies which in their opinion need revision. These requests should be submitted to the Chair of UCB who will discuss with UCB during a subsequent meeting of the group. The

decision whether to accept this request or not will be recorded in the minutes of the meeting and feedback will be provided to the original requestor

- The Group deliberations happen by face-to-face meetings, phone/video conferences or via the Group mailing list.

6.1 Communications and Meetings

- All the members of the Group must subscribe to the mailing list and should use it as primary written communication channel (see Section 6.2)
- The Chair/Secretary should make sure that all the updates concerning the group's meetings, agenda and minutes are posted on related group's Wiki pages (see Section 6.2)
- The Group will meet (face to face or phone/video) as often as the work requires but this will be at least twice per year, at least one of which will be face to face (ideally during the annual EGI technical forum)
- Where practicable, the agenda together with reports and documents that relate to the Group will be forwarded to members in sufficient time to enable consideration prior to meetings
- Accurate minutes will be kept of each meeting of the Group. The minutes of a meeting shall be submitted to group members for ratification at the next subsequent meeting of the Group.
- Editorial sub-groups will be created, as required, to make efficient progress on drafting and/or revising policy documents. The leader of such a group will decide how frequently this needs to meet.

6.2 Communication Channels

Communication channel	Reference
The Group mailing list	UCB-discuss@mailman.egi.eu
Web page on EGI.eu website	http://egi.eu/policy/internal/User_Community_Board_UCB.html
Main wiki page	https://wiki.egi.eu/wiki/UCB
Members	https://wiki.egi.eu/wiki/UCB:Members
Meetings and minutes	https://wiki.egi.eu/wiki/UCB:Meetings
Documents	https://wiki.egi.eu/wiki/UCB:Documents

6.3 Decision Making

- Wherever possible, UCB will arrive at proposed draft policy documents and/or advice by clear consensus, as determined by the Chair
- A voting process will only start if consensus cannot be reached in a reasonable time or if at least two voting members of UCB call for a vote
- A vote during a face-to-face or phone/video meeting will only be valid if a quorum of at least 50% of the voting members is present. If this quorum is not available during the meeting, then voting can be carried out by e-mail
- Voting members who consistently fail to participate in UCB meetings and deliberations for 12 months or more will be classified as “inactive” and will not count in the calculation of quorum
- A decision is adopted if more than 50% of the voting members cast their vote for a proposed decision
- The Chair does not vote, but has a casting vote in the event of a tie



- If the Group's recommendations are adopted by majority vote, minority positions will be recorded and reported
- The Group may by majority decision refer matters for decision to the Director on issues where a consensus cannot be achieved

6.4 Reports

The UCB will report back after each meeting to the TCB, OMB as well as the UCST, NGI Support Team and the EGI Helpdesk.

7 EVALUATION

The Group will produce an annual report to the Governing Body, in line with best practice that will be defined, which sets out how the Group has met its Terms of Reference during the preceding year. The minutes of the group will be formally recorded and available to the Governing Body.

8 RELATED MATERIAL

This section to be updated as required:

Name	Location
[R1] EGI.eu Policy Development Process	https://documents.egi.eu/document/169
[R2] Terms of Reference - User Service Advisory Group	https://documents.egi.eu/document/121
[R3] EGI-InSPIRE Description of Work	https://documents.egi.eu/document/10

9 AMENDMENT

The Group will produce an annual report to the Governing Body, in line with best practice that will be defined, which sets out how the Group has met its Terms of Reference during the preceding year.

The minutes of the group will be formally recorded and available to the Governing Body.



The present Terms of Reference enters into force with immediate effect.

Steven Newhouse

Dr. S. Newhouse
EGI.eu Director