USER SERVICES ADVISORY GROUP (USAG) – TERMS OF REFERENCE

Document identifier	**EGI-USAG-TOR-121-V1**
Document Link	https://documents.egi.eu/document/121
Last Modified	**24/12/2010**
Version	**1**
Policy Group Acronym	**USAG**
Policy Group Name	**User Services Advisory Group**
Contact Person	**Gergely Sipos (EGI.eu)**
Document Status	**FINAL**
Approved by	**EGI.eu Executive Board**
Approved Date	**03/01/2011**

<u>Purpose of this Document</u>

The purpose of this document is to set out the Terms of Reference, composition and operating arrangements of the EGI User Services Advisory Group (USAG).

I. COPYRIGHT NOTICE

II. DOCUMENT LOG

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

TABLE OF CONTENTS

1 TITLE

The name of the group is User Services Advisory Group ("USAG", hereafter also referred to as "the Group").

2 DEFINITIONS

Word/Term	Definition
USAG	User Services Advisory Group
GGUS	Global Grid User Support
HUC	Heavy User Community
UCST	User & Community Support Team of EGI.eu
VO	Virtual Organisation

3 PURPOSE AND RESPONSIBILITIES

- USAG is formally lead by a member of the EGI.eu User Community Support Team.
- The USAG mandate is to provide feedback on the user-facing tools and services provided to the EGI user community.
- The remit within USAG is on the delivery of software services (i.e. are they available from the NGIs with the required reliability) as opposed to their functionality which is a matter for the TCB and UCB.
- USAG will guide the evolution of the EGI Helpdesk and also collect broader requirements and feedback relating to the services offered through the coordination of the EGI.eu User Community Support Team (i.e. documentation, training database, application database, etc.).

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 EGI.eu Council and the EGI.eu Executive Board are the governing bodies of the Group.

5 COMPOSITION

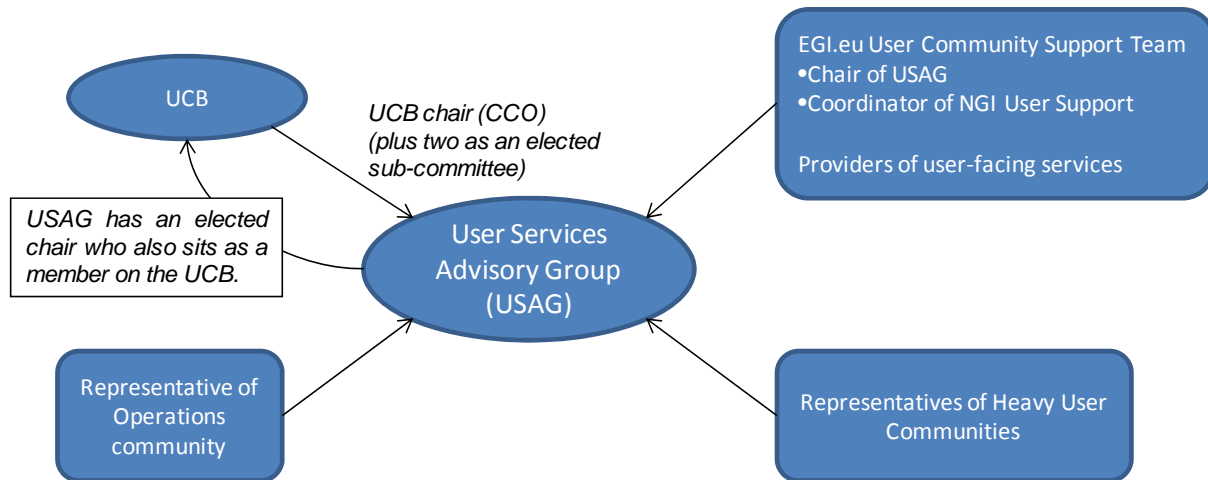The composition of the USAG is shown in the following diagram:

Figure 1 - USAG membership representation

The role of USAG is primarily as a management body. It will meet to discuss which features and fixes are most needed to meet the organisational needs. The prioritisation of such needs will also be agreed for recommendation to the UCB. The required input for making such decisions will be collated in advance of the meetings.

USAG will have representation from the User Forum (including both small and large user communities) from the operational staff responsible for managing the EGI Helpdesk and from the teams that provide user-facing services (See Figure 1).

5.1 Membership

Membership of the USAG is defined as follows:
- The Chair of the UCB (the Chief Community Officer (CCO))
- Two representatives from UCB ie. from VRCs, will have been selected by the UCB to represent the interests of the VRCs
- Delegates from the EGI.eu User Community Support Team (UCST)
    - o   Coordinator of UCST
- Coordinator of NGI User Support who is the chair of USAG delegate from every team that provides user-facing services in EGI. Currently these are the following:
    - o   Training services
    - o   Application Database
    - o   VO services
    - o   GGUS helpdesk
    - o   Operations portal
- A delegate from EGI Operations community
- Delegates from the Heavy User Communities
    - o   Leader of Heavy User Communities
    - o   Representative of a Heavy User Community
- A secretary

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

5.2 Chair

The chair of USAG is one of the members of the EGI.eu User Community Support Team, currently the coordinator of NGI User Support.

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
- Reporting to the EGI Policy Development task leader as required

5.2.2 Term of Office

The term of the office is unlimited.

5.2.3 Method of Appointment

The EGI.eu Chief Community Officer appoints the 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 the Group web(s) and wiki(s)

5.3.2 Term of Office

The term of the 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 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 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.
- The Chair/Secretary should make sure that all the updates concerning the group's dates, agenda and minutes are posted on group's Wiki page (see Section 6.2).
- 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	USAG-discuss@mailman.egi.eu
Web page on EGI.eu website	http://egi.eu/policy/internal/User_Services_Advisory_Group_USAG.html
Main wiki page	https://wiki.egi.eu/wiki/USAG
Members	https://wiki.egi.eu/wiki/USAG:Members
Meetings and minutes	https://wiki.egi.eu/wiki/USAG:Meetings
Documents	https://wiki.egi.eu/wiki/USAG:Documents

6.3 Decision making

- Wherever possible, the Group will arrive at proposed draft recommendations 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 the Group 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.
- A decision is adopted if more than 50% of the voting members cast their vote for a proposed decision

- 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.
- However, USAG is an advisory group providing information to UCB an equivocal statement representing a broad view on a complex issue should not be considered a failure.

6.4 Reports

The main output of the Group is to develop documents summarising priorities for the features and fixes required by the user community for user support services supplied by EGI. Reports of USAG activities will be made via EGI-InSPIRE quarterly reporting and, where possible, annually to the wider EGI community at the annual EGI technical forum or similar event.

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

Name	Location
[R1] EGI.eu Policy Development Process	https://documents.egi.eu/document/169
[R2] EGI-InSPIRE Description of Work	https://documents.egi.eu/document/10

9 AMENDMENT

These Terms of Reference can be amended by mutual agreement of the Group Members through consultation and consensus. The amendments must be approved by the Governing Body. The Group will review its Terms of Reference on an annual basis as a minimum.

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

Steven Newhouse

_____

Dr. S. Newhouse
EGI.eu Director