e-ScienceTalk

QUALITY ASSURANCE GUIDE

EU DELIVERABLE: D4.2

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Abstract

This report sets out the quality assurance processes for the e-ScienceTalk project, describing how each of the four work packages will ensure the quality of their products and obtain feedback from the target audiences. It also explains the process of identifying, monitoring and managing risk during the project.

I. COPYRIGHT NOTICE

II. DELIVERY SLIP

	Name	Partner/Activity	Date
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III. DOCUMENT LOG

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2	29/11/2011	Second draft	C Gater / EGI.eu
3	30/11/2010	Final draft	C Gater / EGI.eu

IV. APPLICATION AREA

This document is a formal deliverable for the European Commission, applicable to all members of the e-ScienceTalk project and its beneficiaries and collaborating projects.

V. DOCUMENT AMENDMENT PROCEDURE

Amendments, comments and suggestions should be sent to the authors.

VI. PROJECT SUMMARY

Over the last 10 years, the European Commission and governments have invested substantial funds in distributed computing infrastructures. Scientists have access to state-of-the-art computational and data resources located around the world, putting European research into a leading position to address the greatest challenges facing us today, such as climate change, pandemics and sustainable energy. The advent of the European Grid Infrastructure, combined with the blurring of boundaries between grids, clouds, supercomputing networks and volunteer grids, means that a clear consistent source of information aimed at non-experts is now more important than ever, through dissemination projects such as e-ScienceTalk, that cross national boundaries.

Objectives:

- e-ScienceTalk will build on the achievements of the GridTalk project in bringing the success stories of Europe's e-Infrastructure to policy makers in government and business, to the scientific community and to the general public.

- e-ScienceTalk will work with EGI-InSPIRE and other collaborating projects to expand the scope of the existing GridTalk outputs, and to report on the interactions of grids with e-Infrastructures such as cloud computing and supercomputing.

- The project will explore options for the sustainability of e-ScienceTalk's products.

- e-ScienceTalk will produce a series of reports aimed at policy makers to disseminate key policy issues underpinning grid and e-Infrastructure development in Europe. The project will also coordinate e-concertation activities.

- The GridCafé, GridCast and GridGuide suite of websites will cover new topics and explore novel web technologies; they will integrate closely with GridPP's Real Time Monitor, combining live views of grid activity with the human aspects of computing.

- The growing weekly publication, International Science Grid This Week (iSGTW) will bring news and events to the existing and potential e-Science community under a new name of The Digital Scientist.

VII. EXECUTIVE SUMMARY

Quality assurance will be an important aspect of the e-ScienceTalk project. The project outputs should be of high quality, engaging, relevant and well-targeted towards their audiences – scientists, the general public, policy makers and high school students.

This Quality Assurance Guide describes the quality assurance processes and metrics for the e-ScienceTalk project as a whole, and for each of the individual work packages. It also describes the risk assessment procedure, and includes the initial risk register for the project.

e-ScienceTalk has a lightweight management structure and a formal quality assurance team has not been created. In effect, the Project Management Board acts as the final level of quality approval for e-ScienceTalk products such as website content, press releases and articles about the project.

The QA process for producing and approving Deliverables and Milestones is described, including a timetable for the process. In addition, the quality of e-ScienceTalk's products will be assessed through annual surveys of iSGTW's readers, surveys and one-to-one feedback sessions with participants at conferences, such EGI conferences, User Forums and e-Infrastructure Concertation meetings, by gathering project metrics and by acting on feedback from the PMB.

This document defines a number of overall project metrics that will be used to measure the progress of the project as a whole. Each individual work package will also use a number of metrics to track the progress of the work package itself. Metrics will be summarised in Periodic Reports at the end of each project period, and will be tracked on a quarterly basis.

The procedures for identifying, tracking and mitigating risks are also described in the document. Risks have been identified in the areas of resourcing, such as funding for the project, organisational issues, scheduling, meeting project objectives and in delivering appropriate technical solutions for the project. An initial risk register for the project is included, together with mitigation strategies for the top level risks identified. The risk register will be reviewed at PMB meetings and will be updated during the project as appropriate.

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1 INTRODUCTION

Quality assurance will be an important aspect of the e-ScienceTalk project. The project outputs should be of high quality, engaging, relevant and well-targeted towards their audiences – scientists, the general public, policy makers and high school students.

This Quality Assurance Guide describes the quality assurance processes and metrics for the e-ScienceTalk project as a whole, and for each of the individual work packages. It also describes the risk assessment procedure, and includes the initial risk register for the project.

The quality assurance processes for producing project Deliverables and Milestones have three stages. Firstly, the work package leader consults experts in the field, which could also include members of the PMB to determine the outline of the content, and in some cases the content itself. Secondly, this content is reviewed internally by the experts and all the work package leaders. In the final step, the e-ScienceTalk PMB reviews the content, offers comments and ultimately approves Deliverables and Milestones for submission to the EC via email and by posting to the website.

Within this framework, each work package also has its own quality assurance processes, which are described below. In particular, the iSGTW weekly publication is overseen by an Advisory Board that consists of members from its funding bodies in the EU and US. The Board reviews all issues of the newsletter before they are published, and also considers more strategic issues such as the geographical and disciplinary balance of articles. In addition, iSGTW undertakes a reader survey each year to determine the views of its subscribers. Updates to the publication suggested by the surveys can then be developed in collaboration with the project team, the editors, the PMB and the Advisory Board.

e-ScienceTalk will also conduct one-to-one feedback sessions and communications surveys at regular intervals during the project, taking advantage of attendance at key e-Infrastructure events such as the EGI Technical Forums, EGI User Forums and e-Infrastructure Concertation Meetings.

During e-ScienceTalk, risks will be identified by work package leaders, the Project Manager and the PMB. These identified risks will then be assessed by the Project Manager against two criteria: likelihood of occurrence (with a score of 1-4) and impact of occurrence (with a score of 1-3). These scores can be combined to produce an overall level of risk (Section 4.3). Risks designated at the highest levels, level 2 or level 3, are highlighted in the project risk register and mitigation strategies are defined, then reviewed and monitored at PMB meetings. The most serious risks, with a level 3 rating, will also be allocated an owner on the PMB. The initial risk register for the e-ScienceTalk project is included in Section 4.6.

2 QUALITY ASSURANCE PROCESSES

In addition to recording a range of metrics the success of the e-ScienceTalk project will be assessed in these main ways:

- **Surveys of e-ScienceTalk's impact aimed at participants at conferences**. Conferences will be chosen by the PMB, but it is expected that surveys will cover EGI conferences, EGI User Forums and e-Infrastructure Concertation meetings, as they will include broad representation from a wide range of communities. One survey will be conducted each year.

- **Feedback sessions.** These will allow more in-depth discussion of users' experiences and views.

- **Acting on feedback from the PMB** to ensure that the project is implemented in an efficient, timely and cost effective manner.

- **Through surveys of iSGTW's readers.** Conducted once a year by WP3, these will solicit the readership's views, use and experience of iSGTW and be used to plan further developments in the newsletter.

- **Impact and sustainability reports** produced by WP1 based on the metrics and feedback gathered during both phases of the project. These reports will help to form the basis for the year-on-year strategy for each work package, moving towards sustainability and outlining concrete proposals on how to share best practices and ensure that all e-ScienceTalk's products continue to act as a resource in the long term.

This document describes the QA processes for each of the e-ScienceTalk work packages, and also outlines the process for approval of Deliverables and Milestones. Project metrics for each work package are also listed.

e-ScienceTalk has a lightweight management structure as described in the DoW [R1] and a formal quality assurance team was not considered necessary. In effect, the Project Management Board acts as the final level of quality approval for e-ScienceTalk products such as website content, press releases and articles about the project.

2.1 Deliverables and Milestones Review Process

A number of the e-ScienceTalk Deliverables are not in the form of reports: for example, weekly issues of *International Science Grid This Week* (D3.1) or a new version of the GridCafé website (D2.2) or the Real Time Monitor (D2.3). The review process for these is described in the relevant work package sections below. For Deliverables that are in the form of reports, with a due date of project month PM, the review process is as follows:

- The work package leader submits a proposed Table of Contents to the Project Manager, at least 6 weeks before the end of the due month *(PM -6 weeks)*

- The ToC is reviewed by the Project Manager, who sends any amendments to the work package leader *(PM -5 weeks)*
- A draft of the report is submitted for internal review to all the work package leaders and the Project Manager *(PM -4 weeks)*
- Comments on the draft are returned by the work package leaders *(PM -3 weeks)*
- A draft is agreed by the Project Manager *(PM -2 weeks)*
- The agreed draft is circulated to the PMB for review *(PM -2 weeks)*
- Comments on the draft from the PMB are returned to the work package leader, who produces a revised draft *(PM -1 week)*
- The final version of the Deliverable is placed on the internal project website [R2] and approved by the PMB *(PM -2 days)*
- The report is sent by email to the EC at the functional email address by the last day of the due month (*PM-0 days)*

The review for a Milestone is lighter than that for a Deliverable, with the principal aim of checking that the Milestone has been achieved.

- Evidence that the Milestone has been achieved is circulated to the PMB by the Project Manager *(PM -2 weeks)*
- PMB comments are returned to the work package leader, and any revisions are made *(PM -1 week)*
- The Milestone is approved and evidence placed on the internal project website [R2] (*PM-0 days)*

2.2 Overall Project Metrics

As set out in the DoW [R1], the overall project metrics for e-ScienceTalk are the top level metrics that demonstrate the overall progress of the project, and are listed below, together with targets. Additional individual work package metrics are also listed in the sections below, and these will be used to track the progress of the project, but without specific targets being set.

Table 1: Overall Project Metrics for e-ScienceTalk

Work Package	Metric no.	Description	Target Metric
WP1	1.1	Projects covered	20 per year
	1.2	Reports and briefings circulated	400 per year
	1.3	Countries where reports or briefings are distributed	30 per year
WP2	2.1	Sites on GridGuide	75
	2.2	Bloggers contributing to GridCasts	5 per GridCast
	2.3	GridCasts per year	2 in Europe per year, 1 outside Europe
	2.4	New areas in GridCafé	3, one new area per year
WP3	3.1	iSGTW subscribers	30% increase

	3.2	Articles on European projects	50 per year
	3.3	Projects in the iSGTW/GridCafé resources section	100 in total
	3.4	iSGTW printed materials distributed	1000 in total

3 WORK PACKAGE METRICS

In addition to the overall project metrics described in the DoW and in Section 2 that will be used to measure the overall progress of the project as a whole, each individual work package will use a number of metrics to track the progress of the work package itself. These are described in the sections below. Metrics that are also overall project metrics are listed in bold text. Metrics will be included in the Periodic Reports at the end of each project period and will be tracked on a quarterly basis.

3.1 Work Package 1: Grid Impact Reporting

In order to be effective, the policy related products produced by Work Package 1 should be seen to be authoritative and accurate portrayals of the topic or issues discussed.

3.1.1 GridBriefings

The overall QA process for the GridBriefings will be as follows:

- A policy review group will be established consisting of members of the e-IRG Board supplemented by a wider team of policy experts from projects such as EGI_InSPIRE. This team is described in more detail in D1.1 *Policy Engagement Strategy* [R3].
- After discussion with a wide range of policy groups and the e-ScienceTalk PMB, a tentative publication schedule of GridBriefings for each of the project periods will be proposed and agreed by the review group and the PMB.
- The e-ScienceTalk PMB will also advise on the subject of GridBriefings to ensure they remain timely and relevant.
- A draft of each GridBriefing will be circulated to the review group and to other applicable contributors for review and comment.
- After incorporating these comments, a final version of the GridBriefing will be sent to the PMB and to the EC, before final submission and wider circulation.

A similar process will apply to the final policy report which will gather together all of the GridBriefings issued, together with a foreword. A draft of the final report will be circulated to members of e-IRG Board and the wider advisory team, before circulation to the PMB and EC.

3.1.2 Events

The policy review group and the e-ScienceTalk PMB will also advise on the policy-oriented events at which the e-ScienceTalk project team should maintain a presence, through booths, posters, presentations, press releases, GridCasts or as media sponsors. These are likely to include the eChallenges, ICT and ECRI series of events. e-ScienceTalk will also work closely with DG-INFSO in organising the e-Infrastructure Concertation Meetings, the first of which took place at CERN on 4-5 November 2010[1].

3.1.3 Metrics

The specific metrics for Work Package 1 are listed below:

[1] http://www.e-sciencetalk.org/e-concertation/

Table 2: Metrics for Work Package 1

Metric no.	Description	Comments
1.1	**Projects covered**	**In the GridBriefings**
1.2	**Reports and briefings circulated**	**In print or by email**
1.3	**Countries where reports or briefings are distributed**	**In print or by email**
1.4	Policy articles published	In print or online
1.5	Policy reports written	In print or online
1.6	Printed policy reports circulated	To policy makers
1.7	Policy events organised	Number organised
1.8	Attendees at policy events	Number of delegates
1.9	Collaborating projects to which articles have been distributed	In print or by email
1.10	Countries to which articles or reports have been distributed	In print or by email

3.2 Work Package 2: GridCafé, GridCast and GridGuide

The QA processes for Work Package 2 are described below, which includes the GridCafé, GridCast and GridGuide with the integrated Real Time Monitor.

3.2.1 GridCafé

Through Work Package 2, the content and style of the GridCafé website will be reviewed and updated to include new subject areas such as cloud computing, volunteer computing, supercomputing and the network layer. WP2 will also explore opportunities offered by 3-D interactive environments such as OpenSim. The QA process to ensure the continued high quality of the website will include:

- Concepts for a new structure for the website will be developed in consultation with the work package leaders and project team. The final selection for the new structure will be made by the PMB, including assessment of the design's impact, usability and ease of navigation.

- During development of the new structure, and the new content areas of the site, ideas will be trialled by sample users and the PMB, to obtain their feedback on new features. Opportunities during events such as the EGI User Forums and EGI Technical Forums will be used to observe individuals using the website to obtain feedback and monitor how easy the site is to use.

- The entire content of the site will be reviewed on an annual basis to ensure existing content is up-to-date and relevant, and to add content in new areas. New content for the GridCafé

website will be selected based on recommendations from the PMB as well as from experts in the field. An updated version of the site will be produced for Deliverable 2.2 in PM13.

- Drafts of GridCafé content will be created with the input and comment of collaborating projects as well as experts in the field, then distributed to relevant contributors for review and suggestion prior to publication.

3.2.2 GridCast

GridCasts are blogs and podcasts from e-Infrastructure conferences and events. The QA methods used are:

- GridCast bloggers are proposed by the organisation managing the conference, and by members of the e-ScienceTalk team. Bloggers are chosen to be experts in the field, and with a balance in terms of discipline, gender and region.

- Members of the e-ScienceTalk team moderate the GridCast blog entries, and entries are also read by members of the PMB.

3.2.3 GridGuide and the Real Time Monitor

GridGuide is an interactive map showing the 'human' side to the grid. Entries have the following review processes:

- New developments suggested by users through the feedback surveys for the site will be trialled by sample users and the PMB. Individuals can also be observed using the website to obtain their views and to monitor how easy the site is to use and how well it targets its audiences.

- New profiles of e-Infrastructure professionals, articles and podcasts will be solicited from members of collaborating projects at conferences and created by the e-ScienceTalk team. These will be reviewed by the work package leader to ensure they balance discipline, expertise, gender, project and country.

- The RTM will upgraded on an annual basis for Deliverables D2.1, D2.3 and D2.4 in PM12, PM23 and PM32. The upgraded versions will be tested in beta format using a sample of users and will be released with supporting documentation.

3.2.4 Metrics

Metrics for Work Package 2 are summarised below.

Table 3: Metrics for Work Package 2

Metric no.	Description	Comments
2.1	**Sites on GridGuide**	**Number of sites included**
2.2	**Bloggers contributing to GridCasts**	**Average number of bloggers per GridCast**

2.3	**GridCasts per year**	**Including major and mini GridCasts**
2.4	New areas of GridCafé	Covering topics other than grid computing
2.5	Unique visitors to the GridCafé website	From Google Analytics
2.6	Page views of the GridCafé website	From Google Analytics
2.7	Number of bloggers for GridCast	Total number of bloggers
2.8	Blog entries	Total number
2.9	Podcasts	Total number
2.10	Unique visitors to the GridCast	From Google Analytics
2.11	Page views of the GridCast	From Google Analytics
2.12	EU sites on GridGuide	European based sites
2.13	Non-EU sites on GridGuide	Non-European located sites
2.14	Unique visitors to the GridGuide	From Google Analytics
2.15	Page views of the GridGuide	From Google Analytics
2.16	GridGuide sites on RTM	Total number
2.17	Countries in the RTM	Total number
2.18	Events demo-ing the RTM	Including events attended by collaborating projects demo-ing the RTM

3.3 Work Package 3: iSGTW (The Digital Scientist)

The following procedures are followed for iSGTW, which will become The Digital Scientist in January 2011, to ensure its content is accurate, timely and relevant:

- Experts in collaborating projects are consulted regularly to ensure that iSGTW is current in trends in e-Science and e-Infrastructures. Abstracts of the EGI Users Forum and outputs of other conferences such as HealthGrid and OGF are also surveyed to identify new and interesting stories.
- Google Documents is used to coordinate the workflow, schedule and stories between the European and US editors.
- All articles are reviewed by the scientists quoted, in order to ensure scientific accuracy and clarity.
- Material is edited in accordance with standard journalism reference sources, such as the Associated Press Stylebook and the Chicago Manual of Style.
- Readers are invited to send responses to iSGTW issues to the editors, with suggestions for articles, areas for improvement and corrections.
- Readers may also comment through the iSGTW Forum on the Nature Networks Forum.

With the relaunch of the publication based on a new content management system, a much higher degree of interactivity will be possible for readers, including the ability to comment on and rate articles, participate in polls and surveys and share content via social media sites. The popularity of articles and topics will be indicated by tag clouds, by lists of trending topics and through automatic ranking of articles. The level of usage of this added interactivity by readers and the effect on subscription figures will be monitored during the project.

3.3.1 The Advisory Board

The iSGTW Advisory Board includes members from the funding partners (e-ScienceTalk and OSG), the iSGTW editors, and representatives of the host institution, CERN. A preview of the weekly iSGTW issue is sent to the Advisory Board three days before publication, in order to solicit comments and feedback, and the Board is able to suggest changes to articles or veto their inclusion in that week's issue, for example if an item is inaccurate or out of scope of the publication. Once The Digital Scientist launches, this Advisory Board will continue with the same remit and composition of partners, with some changes to individual members.

In addition to the weekly preview, the Advisory Board also participates in the following QA processes.

- Content for the resources section is reviewed by the Advisory Board.
- Monthly reports are produced on the previous four issues, which analyse whether targets have been met for editorial coverage by region (EU vs USA vs other areas), project, gender, general subject area. These reports are sent to the Advisory Board and the e-ScienceTalk PMB.
- The Advisory Board meets 2 to 4 times a year by phone and face-to-face, to review iSGTW's performance during the previous period and to examine strategic issues such as marketing and funding.

3.3.2 Annual surveys

iSGTW also conducts surveys of its readers each year, and this will continue throughout the e-ScienceTalk project. The survey will be sent to subscribers (currently approximately 6800 people), using the Zoomerang web survey tool. During GridTalk respondents were entered into a prize draw which increased response rates to around 10-15%, and this practice will be continued during e-ScienceTalk. The questions included in the survey will be proposed by the editors based on responses to previous surveys and new developments, and then reviewed by the iSGTW Advisory Board and e-ScienceTalk PMB. Survey results will be analysed to determine the profile of iSGTW's readers and how the newsletter can best meet their needs. The analysis, with suggestions for improvements, will be sent to the iSGTW Advisory Board, the PMB and the EC.

3.3.3 Metrics

The QA metrics for Work Package 3 are listed below:

Table 4: Metrics for Work Package 3

Metric no.	Description	Comments
3.1	**iSGTW subscribers**	**Registered in the database**
3.2	**Articles on European projects**	**Based on EU funded projects**
3.3	**Projects in the iSGTW/GridCafé resources section**	**Total number**
3.4	**iSGTW printed materials distributed**	**At events attended by e-ScienceTalk or by collaborating projects**

3.5	Issues published	Issued by email to subscribers each week and posted on the website
3.6	US articles published	Based on US projects
3.7	Worldwide articles published	Based on non US or EU projects
3.8	Unique visitors to the website	From Google Analytics
3.9	Page views of the website	From Google Analytics
3.10	Countries visiting the website	From Google Analytics
3.11	Marketing materials distributed	In print or by email or at events
3.12	Survey responses	Through Zoomerang survey tool

3.4 Work Package 4: Project Management

The QA processes for the overall management of the e-ScienceTalk project through Work Package 4 are described below.

3.4.1 Project reporting

A reporting structure is in place for e-ScienceTalk based on weekly project meetings and monthly timesheets submitted by partners to the Project Manager. Quarterly Reports will be produced each quarter, starting in PM4, describing the progress by each partner, the effort and expenditure to date, and including the overall project metrics.

The Project Management Board meets quarterly by phone or face-to-face (Milestone M10), and receives updates on the overall progress of the project and of each work package from the Project Manager. The PMB also monitors the Deliverables and Milestones delivered and those due during the following quarter, as well as reviewing the Risk Register for the project.

The work package leaders, project team and Project Manager meet weekly to monitor progress, raise and escalate any project issues and to track actions.

3.4.2 Annual feedback surveys

e-ScienceTalk will aim to run a minimum of four one-to-one feedback sessions during the course of the project, at international e-Infrastructure conferences agreed by the PMB.

The first feedback sessions took place in September 2010, at the EGI Technical Forum in Amsterdam, and focused on the policy activities of e-ScienceTalk. This feedback has been incorporated into D1.1 *Policy Engagement Strategy*. EGI conferences are attended by delegates from a wide range of disciplines and many geographical areas. e-ScienceTalk will work closely with the Dissemination team at EGI to align these feedback sessions with the dissemination sessions held at the events.

Areas that will be covered in the feedback surveys include:

- Whether e-ScienceTalk is interacting effectively with the e-Infrastructure community
- General feedback on e-ScienceTalk products
- Ideas for future dissemination channels that could be added to the e-ScienceTalk efforts, for example in the area of social media

- To what extent respondents are aware of e-ScienceTalk, GridCafé, iSGTW, and the other e-ScienceTalk products
- What use they make of these products and how often they use them
- Feedback on each of the products individually– which areas are useful and interesting, what could be improved, the quality and balance of content (by discipline and geographical area)
- Ideas for new ways to interact with and engage our target communities (policy makers, scientists, general public, students)
- Specific messages they would like to see communicated (the messages they feel are most important for their projects)
- Ways in which e-ScienceTalk could better interact with projects

e-ScienceTalk will also solicit feedback on the effectiveness of the new Digital Scientist and GridCafé websites by observing people using the sites. This can include general browsing, undertaking specific tasks, and feedback on the site's design and navigation. To encourage delegates to participate in surveys and to take part in the website assessment, e-ScienceTalk will offer small prizes such as T-shirts and mugs.

3.4.3 Management metrics

An overview of the management-related metrics are listed below.

Table 5: Metrics for Work Package 4

Metric no.	Description	Comments
4.1	Deliverables submitted	By email and online
4.2	Milestones agreed	By email and online
4.3	Late Deliverable and Milestones	Submitted or agreed after the date agreed with the EC
4.4	e-ScienceTalk materials produced	Included printed materials, pens, banners etc
4.5	Unique visitors to the e-ScienceTalk website	From Google Analytics
4.6	Page views of the e-ScienceTalk website	From Google Analytics
4.7	Media releases issued	Issued via Alphagalileo and by email
4.8	Press cuttings	Measured by Google Alerts
4.9	Events attended	By e-ScienceTalk project team

4 RISK TRACKING AND MANAGEMENT

4.1 Procedure

The process for managing risks within the e-ScienceTalk project will be as follows:

1. Each of the work packages identifies their top risks for the initial risk register.
2. These risks are assessed by the project manager and added to the e-ScienceTalk risk register.
3. The risk register will be a standing item for PMB meetings.
4. Risks that are considered by the PMB to be significant will be allocated to a PMB member to follow the risk and report back to the PMB.

4.2 Identifying risks

The risks identified for the e-ScienceTalk project tie in with the previous top level risks for GridTalk, which were monitored via the GridTalk risk register. Risks have been identified in the following areas:

- Resourcing: funding for the project, availability of project members
- Organisational: location of project members, administration, communication between partners, staff competence
- Schedule: failing to meet deadlines, time pressure
- Objectives: not meeting project objectives in terms of audience, publicity, content provision, quality
- Technical: not delivering technically suitable solutions, technology failure, too innovative or not innovative enough

4.3 Assessing risks

Risks are assessed by the Project Manager, and are based on a matrix of likelihood and impact, with the following parameters:

Table 6: Risk likelihood

Likelihood	Score	Description
Very high (>75%)	4	The risk is almost certain to occur
High (50% - 75%)	3	It is likely that the risk will occur
Medium (30% – 50%)	2	There is a reasonable probability that the risk will occur
Low (<30%)	1	The risk is unlikely to occur, or will only occur late in the project

Table 7: Risk impact

Likelihood	Score	Description
High	3	A major threat to delivery of the whole project
Medium	2	A threat to delivery of one or more objectives, but without impact on delivery of the project as a whole
Low	1	Impact on the timing, content or outcome of a deliverable

The likelihood and impact of the risks are multiplied together to give an overall score for each risk between 1 and 12. Based on these scores, risks are then defined as one of three levels:

Table 8: Risk levels

Level	Score	Measures
Level 3	9-12	The risk is highlighted on the risk register and allocated an owner by the PMB. A mitigation strategy is put in place and overseen by the PMB
Level 2	5-8	The risk is highlighted on the risk register and examined specifically at PMB meetings. Mitigation strategies are defined
Level 1	1-4	The risk is placed on the risk register, and reviewed regularly

4.4 Risk mitigation

For risks identified as Level 2 or 3, mitigation strategies are put in place and monitored as part of the risk register (see Section 4.6). Mitigation strategies are put in place to

- reduce the chance of the risk occurring;
- reduce the likely impact should the risk occur;
- control the risk.

For risks at Level 3, the PMB will oversee the mitigation strategy. For other risks, this will be the role of the relevant work package leader.

4.5 Risk owning and monitoring

Risks at Level 1 or 2 are owned by the relevant work package leader. They provide regular updates to the Project Manager on the current status of the risk, which are incorporated into the risk register and reviewed at meetings of the PMB. The risk register is a standing item at meetings of the PMB, with Level 2 and 3 risks reviewed individually at the meetings.

Level 3 risks are allocated an owner by the PMB. The owner, with the work package leader, will put in place a mitigation plan to reduce the risk. The risk and its relevant mitigation plan will be reviewed at each PMB.

If risks are no longer considered valid, for example because the relevant milestone has already been delivered, they will be removed from the risk register. Similarly, if new risks are identified during the course of the project, they will be added to the risk register.

4.6 Risk register

The risk register for the start of the e-ScienceTalk project is included below covering all work packages.

Table 9: Initial risk register for e-ScienceTalk

ID	Name	Work Package 1 to 4		
		Likelihood	Impact	Risk
R1	Recruitment/retention difficulties	1	3	**3**
R2	Dependency on limited number of individuals	4	3	**12**
R3	Uncertain subcontracting costs	3	3	**9**
R4	Lack of future funding	1	3	**3**
R5	Bad publicity	2	3	**6**
R6	Non-optimum working relationship between two iSGTW editors	1	3	**3**
R7	US funding stops for iSGTW	2	3	**6**
R8	Technical failure	2	2	**4**
R9	Excessive staff stress levels	3	3	**9**
R10	Failing to reach the audience	2	3	**6**
R11	Low media coverage of GridCasts	2	2	**4**
R12	Political influence on content	3	2	**6**
R13	Overlap with other projects	2	1	**2**
R14	Failure of other projects to circulate material	2	3	**6**

4.7 Level 3 and 2 risks

An overview of the Level 3 and 2 risks are included in the table below, together with an overview of the mitigation measures for each risk.

Table 10: Level 3 risks

Risk no.	Work Package	Description	Mitigation
R2	WP4 (All)	Dependency on limited number of individuals	1. Each partner has a defined 'back-up', to provide support if the e-ScienceTalk staff member is unable to fulfill their work 2. Close contact between all team members to provide support and oversight
R3	WP4 (All)	Uncertain subcontracting costs	1. Close scrutiny of expenditure during the project 2. Mutual co-operation agreements with collaborating projects
R9	WP2	Excessive staff stress levels	1. This is a particular issue for iSGTW, with the pressure of producing a weekly newsletter. Make use of other writing resources available, such as in EGI-InSPIRE. 2. Keeping iSGTW duties to the core tasks and reducing administration tasks as far as possible. 3. Bring interns on board during the summer if possible, as these are also a future source of freelance work

Table 11: Level 2 risks

Risk no.	Work Package	Description	Mitigation
R5	WP4 (All)	Bad publicity	1. Use the project QA mechanisms to ensure high quality products 2. Be proactive and build good relations with the media and contributors to e-ScienceTalk products 3. Monitor e-ScienceTalk outputs and respond rapidly to any bad publicity

R7	WP3	US funding stops for iSGTW	1. Assurances have been obtained from US about future funding 2. Ensure iSGTW meets the needs of both partners and their funding agencies
R10	WP4 (All)	Failing to reach the audience	1. Use the review process to ensure material is pitched at the right level 2. Work closely with collaborating projects on marketing and publicity for e-ScienceTalk products 3. Pursue feedback on the policy content from the eIRG and parties recommended by the EC
R12	WP1	Political influence on content	1. Use e-ScienceTalk expertise to edit content into a neutral format consistent with the house style 2. Work with collaborating projects to ensure that content of high quality is provided
R14	WP1	Failure of other projects to circulate material	1. Produce interesting, timely and relevant material 2. Establish formal and informal agreements with projects about what they will circulate and when

5 CONCLUSIONS

This document reviews the quality measures for the e-ScienceTalk project, including the work package metrics and the overall project metrics. Feedback and metrics will be reported annually in the *Annual report on feedback and metrics* Deliverables (D4.3, D4.4 and D4.5) in PM 12, 24 and 32. The feedback surveys will also feed into Deliverables D1.3, D1.4 and D1.5 *Annual impact and sustainability report on e-ScienceTalk products* in PM11, 23 and 31. The initial risk register included in Section 4.6 will be reviewed at PMB meetings throughout the project and updated as required.

6 REFERENCES

R 1	Description of Work https://documents.egi.eu/document/233
R 2	Deliverables area of e-ScienceTalk website www.e-sciencetalk.org/private
R 3	D1.1 Policy Engagement Strategy https://documents.egi.eu/document/261