GN3 Innovation Workshop
Usability

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Innovation Workshop

Copenhagen, Oct 10-11th

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About usability

- ISO 9241 defines usability as the:

    "Extent to which a product can be used by specified users to achieve specified goals with effectiveness, efficiency and satisfaction in a specified context of use."

✓ **Who are the users?**

✓ **What do they want (GEANT/services) in order to achieve their goals?**

✓ **What are they going to use GEANT and/or services for?**

✓ **How can we measure effectiveness, efficiency, satisfaction?**

Who are the users?

•Picture from John Chevers' presentation

Which Users?

- Size may vary
- National or International
- Acting on their own or in the frame of a project
- Benefiting from EU FP funds
- Etc…

→ Segmentation needed as a tool to map service offers and process : we (NRENs) have to interact with other NRENs and DANTE to improve our common knowledge of users

User needs

- Do we have some views in terms of usage?

- We can offer to users
    - A super network
      (GÉANT IP/GÉANT Plus/GÉANT Lambda)

    - Multi Domain services :
perfSONAR MDM, eduPERT,Multi-Domain
BoD, Multi-Domain Lambda

    - Tailored Multi Domain end user services :
eduroam, eduGAIN, eduCONF, eduPKI

  Where does innovation stand?
  In the WHAT and the HOW!

Adapting the way we deal with users?
Being more proactive?
Being simple and quick?

More capacity?
More eXchanges?

Some JRAs will become services
New services?
What are future trends?

Nothing is comparable to GEANT

- GÉANT has many strengths…..
  - Footprint
  - Technical expertise
  - Cutting-edge technologies
  - Global partnerships
  - Subsidised connectivity
  - Existing connections to R&E institutions

  BUT
  - **We need BENCHMARK (NRENs, other continents, other businesses)….**
  - **Measuring Effectiveness/ Efficiency/ Satisfaction is key (Service business cases indicators- User satisfaction studies – EU Review report…)**
  - **We need to (re)organise ourselves to satisfy users (account management – processes ….)**

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- GEANT « world class leader »
  - We are already innovative with the Multi Domain environment : how to keep this leadership?

- There's definitely room for Innovation in terms of usability of the network and of the portfolio of services we provide.

- Discussion