Evolution of a national support service for South African eResearch facilities

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Agenda

- Background
- From infrastructure to service
- Collaborative service in HE sector
- User service model
- Conclusions
Cloud infrastructure

Science Projects:
- Astronomy
- Bioinformatics

RDM Research project
From Infrastructure Development to Service Orientation
eResearch Support Services

- Plan & Design
- Collect & Capture
- Collaborate & Analyse
- Discover, Reuse & Cite
- Share & Publish
- Manage, Store, Preserve
Collaborative Service Development
Phase 1: CoP pilot
• Training, collaboration, consultation, software engineering

Phase 2: Hybrid cloud brokerage service
• HPC, cloud compute, data storage

Phase 3: Embedded services
• eResearch analysts
African undersea cables

Internet access

Mediterranean undersea cables
- Atlas Offshore
- SAS-1
- SEA-ME-WE 4
- I-ME-WE
- EIG

N.B. Several smaller Mediterranean cables not shown

West coast
- SAT3/SAFE
- MalIN OnE
- GLO-1
- WACS
- ACE
- SAex
- WASACE

East coast
- SEAS
- TEAMs
- Seacom
- Lion2
- Lion
- EASSy
- BRICS

Source: Many Possibilities blog
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https://www.ft.com/content/9a56376e-1582-11e9-a581-4ff78404524e
Conclusions
calls on all to commit to finding solutions to the current situation in South Africa.
CHARACTERISTICS OF THE MATURITY LEVELS

LEVEL 1
Initial
Processes unpredictable, poorly controlled and reactive

LEVEL 2
Managed
Processes characterised for projects and is often reactive

LEVEL 3
Defined
Processes characterised for the organisation and is proactive

LEVEL 4
Quantitatively managed
Processes measured and controlled

LEVEL 5
Optimising
Focus on process improvement

diagram adapted from: www.ewsolutions.com/fundamentals-capability-maturity-model/
References


End

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