

Notes of conversations with members of community on the survey questions

The interview should open with an explanation of the purpose of the exercise, the approach being adopted and the use to which the information gathered is being put.

The task of the interviewer is to establish him/herself as a good listener, yet, at the same time, a constructive participant in the conversation.

Normally [this is] in reactive mode, seeking clarification, asking for amplification or feeding back what has just been heard. Sometimes, however, it is necessary, and profitable, to share and stimulate the discussion by way of reciprocity of views or recounting of anecdotes. This has to be infrequent and very carefully judged.

Encourage the participant to consider the future when the response is status quo.

If the answers are very broad, ask for details; if they are very detailed, ask for generalities.

If the person asks “what do you mean by [x]” ask them what they feel is the most important [x] to be considered in the next 10 to 15 years.

Participants: Judith Bush, Mark Scheible, Lucy, Tom, **Kerry Havens (KH) & Jonathon Anderson (JA) - Univ. Colorado, Boulder**

Seventh conversation (20190514: 11 am EDT)

How long have you been involved professionally with research, scholarship, or education?

JA: Academic HPC 11 yrs (CU - 5 yrs) - Team Lead

KH: 19 yrs at UC, Central IT, Computer Lab Admin (started), IT, 6-7 yrs IAM

Grouper (OIT IAM, but not OIT Research), shibboleth, not InCommon fed metadata, uncommon certificate & duo

What is your current role?

JA: Team Lead - OIT Research Computing

KH: Assistant Director - OIT IAM

If a representative someone from 10-15 years in the future could answer the questions you have today about how to best support collaboration among researchers, teachers, and learners, what three things would you most like to ask them?

KH: "How do they standardize on people with multi roles from different organizations?" Users that don't have creds from a HE institution? Step-up LOA - how to do that? Still need to provide access to those users, even if they don't have access to a federated credential. Social identity won't work, need to verify. Also need to maintain the validity of the credential over time. Are users with HE credential "identity-proofed" appropriately at their own institution? How to insure that?

JA: Issues with getting people onto/into system. Regional resource. "Federate" with exceed? Allow CS folks in. Works for SSH environment. Understanding "where" federation is, and how to use it to access resources. "How do you provide access to all the laboratory people?" "How do you provide access to Storage Resources?" - originally thought samba, but not ready for that (NOT SSH). Need to provide access to researchers from smaller institutions - need "fallback" IdP (IdPaaS). Use 2F for users (policy), exceed has DUO.

What do you value about how research, education and scholarship are conducted?

KH: Major goal in IAM team is to remove barriers to allow users to get their work done and not have Username/PW get in the way of researchers getting their work done.

JA: Similar to KH, but emphasis on people getting more done rather than just ease of getting on. The "access" hurdle might prevent people from doing what they'd like or are

capable of and limiting what they accomplish. (Would like researchers to get to resources more seamlessly, so that no time is required (friction) for the process of gaining access, and more time can be spent on what they'd like to be doing.

What do you imagine as desirable settings for the conduct of research, education and scholarship? What parts of those experiences are most important to you?

KH: Echos JA's answer. At an OIT organizational level attempting to make access "frictionless". Systems mapped out that students need to access in their first year (100+ ?), - ridiculous number. How to greatly improve the student experience? Value gaming, experimentation, need to make resources available to allow this.

JA: We try to deploy sizeable shared resources that allow more groups/researchers to have access to MORE, than when each group deploys their own but limited resources. Example of "sharing code" (central community), open source, etc. that is enabled by using a larger shared resource, since the community has the ability to contribute. An alternate scenario would be researchers making something World Readable so that others can access, but no security applied.

What do you fear could threaten those desirable settings or your experience of them?

KH: Threat to HE in general - if we continue down the path of difficulty in accessing resources, they will go elsewhere or find ways around. Also, the increasing cost of education will be a barrier to many. Trying to ENGAGE students (at CU) in ways that they might not encounter elsewhere. It takes money to do these things, so hoping to prove the value of this effort.

JA: The first thing would be the reality of "bad actors" (internal students). Also, having to deal with these bad actors may/could result in over-reaction and "hardening" of access to resources. (in response to Kerry's last comment) - we're better off if we have an academic motive, rather than a profit motive to enabling work/research/academics. Also, absolutely falling behind commercial cloud vendors with respect to speed,

security, ease of use, - all of this costs money to maintain/enable and contributes to the cost of education/research. Use of CU credentials in an AWS environment. Possible for certain types of work, but not as “controlled” an environment if using user-tuned cloud resources. Not that you can’t get HPC environments in the cloud, but an AWS environment is not portable to “move” to a non-cloud, campus-supported HPC environment (?).

Thinking of the values and settings you've mentioned above, which practices, tools, organisations, or infrastructures that support achievement of them should be continued? Do you see those as being sustainable over the next 10-15 years? Are there other practices, tools, organisations, or infrastructures that should be created to support those values or settings?

KH: For sustainability, need a more seamless (background) set of processes to handle account management, 2F, access, security, etc. CU values sets of practices that CAN be standardized (to lower barrier of entry for whatever specialty is). Standards that enable an environment to allow specialization in addition to collaboration. “Community” enables more opportunities for discovery, collaboration, etc.

JA: For us, all of our compute is traditional batch processing (only serves a limited number of researchers). To make/keep it sustainable, we need to provide more “cloud” interfaces on **local** resources. (It’s great to have user-controlled environment), but need collaborative campus HPC. Need access and interface changes (?) to make local resources sustainable/competitive vs. commercial cloud providers. *** Need to review recording to capture this properly ***

What major professional decisions with long-term implications are you facing at the moment?

KH: (ran out of time - didn’t answer)

JA:

What major constraints do you experience in enabling collaboration among researchers, teachers, and learners?

JA: (ran out of time - didn't answer)

KH:

If all constraints were removed, and you could direct what is done, what would you do?

JA: (ran out of time - didn't answer)

KH:

If we'd like to follow up with you about your answers, would you be willing? If so, please supply an email address.

KH: (ran out of time - didn't answer)

JA:

Final Comment: (JA) There are a lot of Best Practices "out there" that we (CU) could use to solve our own problems, but we don't know that they exist or how to find them. (Tom: suggests JA check out Cllogon).

Tom: Could ALSO fill out the survey (in particular the last few questions we didn't get to)