

Community support in ICOS

Context of community support in ICOS

Complete report on Community Support in ICOS available at: <https://envriplus.manageprojects.com/projects/requirements/notebooks/470/pages/60>

Summary of ICOS requirements for community support

ICOS must be prepared to support its user communities on several levels, including user-friendly web-based interfaces for discovering and accessing ICOS data products, providing documentation and support information (e.g., as a wiki and a FAQ), operating a "help desk", and offering training (tutorials, workshops). At the same time, ICOS also recognizes the need to provide training on ITC- and e-Infrastructure-related topics to its own personnel.

Detailed requirements

The detailed RI response to this part of the requirements questionnaire is attached: [ICOS - 7 - Community support 2016-01-27.docx](#)

Formalities (who & when)

Go-between	Alex Vermeulen
RI representative	Maggie Hellström
Period of requirements collection	September 2015 - December 2015
Status	Finished