DCC’s: Breaking Boundaries with Impact

May 10, 2022
Programme:

Part 1: WORKING together within your institute
- Marcel Ras (VU) and Jorn Seubers (RUG) on how they have organized their DCC
- In groups highlights, and what to tackle the coming years

Part 2: QUICK summary on (small) DCC survey and SURF calls

Part 3: WORKING together with others
- Marcel Ras and Jorn Seubers
- Conversation on what do you need to work together well
1. RDM TOOL MANAGEMENT
   • Guarantee continuity of RDM-services for researchers
   • Functional management and User support related to RDM-tools

2. SUPPORT NETWORK
   • Bundle RDM support (faculty- and central levels) to prevent fragmentation of services
   • Ensure structural coordination of VU-wide RDM support so that researchers spend as little time as possible finding their way to support
   • Improve information facilities so that researchers know better what is available and where they can find this

3. CONNECT WITH (INTER)NATIONAL DEVELOPMENTS
   • Collaborate on knowledge development and -sharing
WHY A NETWORK?

1. A network organisation seems the best-fit for the way research support is organised at the VU
2. Combining faculty and central responsibilities/expertise/finance
3. A network is an efficient structure for knowledge development and sharing knowledge
4. And it is a flexible type of organisation
5. Governance is light-weight
THE PILLARS OF THE NETWORK

RDM Tools

Research Drive, iRDS/Yoda, OSF, DataverseNL, DMPonline, Qualtrics

RDM Training

RDM training for faculty PhDs, Data conversations, community meetings

RDM Support & Information

Support Desk, RDS portal, LibGuide, Newsletter, RDM policy

RDM Innovation

Innovation on tools & services

Community management & development
THE FACES OF THE NETWORK

Core (library) team - 9 fte
- RDM Support Desk
- RDM Tool managers
- Research software engineer
- Community manager
- Communications officer
- RDM Trainers

Network team
- Faculty data stewards
- Data managers
- Faculty Privacy champions
- Data engineers
- Research IT
- IT Security & Privacy
- VU legal officers
- Grants office
- Library Open Science Team

Communities
1. Organisation from theory to practice
   • capacity on faculty- and central level
   • broad range of tasks/skills/topics to be covered

2. Collaboration is not obvious
   • Operating in the network vs daily business (who are you working for?)
   • How to connect researchers to the network?
   • How to improve awareness and visibility of Research Support in a decentralized environment?

3. The business model of the Network
   • Structural funding for a DCC
   • Justification of staff
DCCs: Breaking Boundaries with Impact

Jorn Seubers

Your one-stop for research IT and data
What do we do? For who do we do it? What do we need to do it?

- Who are our customers and what do they need? (inventory)
- DCC product & service catalog? (scope / prioritization / development)
- How to measure? (the elasticity of resource management)
- What to expect and how to plan for it (show me the money)?
Digital Competence Centre
Your one-stop for research IT and data

RDM and RS in:
Onboarding

- Funding (project planning)
- RDM(P) review (data policy)
- Ethical Committee
- Fieldwork (data processing)

PhD training
PI training

Data Archiving & Publication

Offboarding
UG-DCC in 2021

ca. 600 support calls, covering all faculties…
<table>
<thead>
<tr>
<th>FacCode</th>
<th>Faculteit 2021</th>
<th>WP (fte)</th>
<th>Profs (fte)</th>
<th>Student (n)</th>
<th>OBP (fte)</th>
<th>PHD1a</th>
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<th>PHD2a</th>
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</table>

- Turnover of 600 PhD’s yearly, including UMC (targeted through graduate schools)
- Over half of the PhD population (ca. 2000) and staff in empirical research is in FSE (dispersed over 10 institutes)
- A great variety in volume and type of support demand in SSH, with empirical research primarily in GMW, LET, FEB, FRW and small groups in GGW and CFRL.
- DCC focus on level of audience size (FSE/SSH), career level (student/PhD/scientific staff/support staff) and discipline specific data policies
“A modular service model with elastical resource containers”
## Breakdown of different types of service requests, their estimate time expenditure and frequency

<table>
<thead>
<tr>
<th>Request for Service</th>
<th>Handling</th>
<th>T (h)</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>General information request</td>
<td>Directly handled by email</td>
<td>0.25</td>
<td>Daily</td>
</tr>
<tr>
<td>Functional request</td>
<td>Requires action in a DCC supported system (Qualtrics, RDMP tool, RDMS, DataVerseNL)</td>
<td>0.5</td>
<td>Daily</td>
</tr>
<tr>
<td>Review request</td>
<td>Requires the reading of specific documents (such as data management plans) and (in most cases) a single consultancy appointment to provide feedback</td>
<td>2</td>
<td>Daily</td>
</tr>
<tr>
<td>Validation request</td>
<td>Mostly specific to data publication. Requires curation of data packages and metadata and functional support with using a data repository (such as DataVerseNL) and possibly a consultancy appointment</td>
<td>4</td>
<td>Weekly to Daily</td>
</tr>
<tr>
<td>Training request</td>
<td>Reuse of existing modules (specific to an audience), guest lectures</td>
<td>8</td>
<td>Monthly</td>
</tr>
<tr>
<td>Consultancy request</td>
<td>Requires one or multiple meetings to support larger or more complex grant proposals and data infrastructure design, also providing editorial feedback to the proposal itself or designing data flow diagrams (ERC, NWO Groot, VVV).</td>
<td>8</td>
<td>Monthly</td>
</tr>
<tr>
<td>Organizational request</td>
<td>Requires multiple meetings, reading up on policy/legal documents/ funding procedures and includes mediation between parties (example data protection impact assessments, sharing agreements, NWO groot).</td>
<td>16</td>
<td>Monthly</td>
</tr>
<tr>
<td>Editorial request</td>
<td>Requests to review or update internal organizational information on websites, newsletters, reports, employee communication etc.</td>
<td>2</td>
<td>Monthly</td>
</tr>
</tbody>
</table>
Planning ahead

12 FTE budget (!!!)

- Research IT and data support “for everyone”
- Managing Open Science and FAIR data impact
- Growing number of RDM(P) and GDPR support requests
- Growing number of ethical assessments university wide
- Implementation and innovation of local policy
  - RDM planning, training, education, collaboration
- Marketing and administration of new IT solutions
“Data Stewards are here to allow researchers to focus on research. However, out of every hour we spend, only about 10 minutes goes directly to researchers. Our job is not so much offering support as it is building and fostering a research support system for a wide variety of customer needs (and letting them know we exist at all) in a constantly changing environment.”
WORKING IN GROUPS

1. WHO do you collaborate with inside your organisation?

2. HOW does the way your DCC is organized...
   a. improve the way you work with your partners
   b. hamper the way you work with your partners

3. ANY other business or comments?

(Jorn, Marcel, Peter, Margriet, Jeroen will write down while you discuss, someone to report back high lights?)
9 DCC’s, nu en straks (now and later)

May 10, 2022
SURVEY into sources of finance for DCC’s

• September 2021

• 11 DCC’s approached, and for 2 too early

• Checklist before hand

• Report on conversation and concept total report shared

• Spiderwebs made afterwards, validated (and adapted) by interviewees
Comparison DCC ‘s complicated

- RDM Policy Development
- Community management
- Training
- RDM Service desk
- Functional management RDM Tools
- IT solutions for individual research projects
- RDM support for individual research projects a.o. by Research Software Engineers
DCC Spiderwebs to compare services **NOT** Maturity model
USE of NWO-subsidy

• To extend existing hours of already employed

• Supplemented with project funds: e.g Open Science Fund, Innovation: a new budget for DCC-project

• Supplemented with structural money (CvB, libraries and/or IT)

• Co financed with contributions from faculties, costs are passed on

• Or a combination of the above
Future finance DCC’s

• Some have it clear:
  • Project funds (Open Science fonds, SURF and/or eScience calls)
  • Passing on costs to researchers/faculties e.g. for use of RDM Tools
  • Financial resources from faculties e.g. for data stewards
  • Central funding
  • UMC’s also Health RI
  • Percentage from research funding

• For a few it is not yet clear: wish for a structural source of funding, common good, RDM and data quality deserve time and attention
THIRD Round Call for Proposals for pilots and projects for local DCC’s 2022

• Deadline Friday July 8th, 2022 at 18:00 CE(S)T
• Submission by DCC representatives
• Projects and Pilots
• More information wiki:

https://wiki.surfnet.nl/display/DCCSUP/
RESEARCH DATA SUPPORT @ VU
## EXTERNAL COLLABORATIONS

<table>
<thead>
<tr>
<th>SURF</th>
<th>DCC Spring Training Days</th>
<th>DCC implementation</th>
<th>TDCCs</th>
<th>RUG, UM, UMCG, VUmc</th>
</tr>
</thead>
<tbody>
<tr>
<td>DANS</td>
<td>LCRDM</td>
<td>Digital Curation Center</td>
<td>eScience Center</td>
<td>NWO</td>
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<tr>
<td>iRODS/Yoda consortium</td>
<td>Other communities</td>
<td>Other communities</td>
<td>TDCCs</td>
<td>4TU</td>
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<tr>
<td>Other service providers</td>
<td>TDCCs</td>
<td>4TU</td>
<td>......</td>
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<td>......</td>
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</tbody>
</table>

- iRODS/Yoda consortium
- Other service providers
SOME EXAMPLES OF COLLABORATION

• DCC implementatie network → inspiration, good ideas
• DCC beginners consultation group → SURF-DCC-project Your Virtual Research Assistant
• Training consultation → DCC Spring trainings
• Toeval → RDM escape room
• SURF → Yoda implementation group
1. How to find the best balance between the institutional needs and collaboration?
   • What do we need now?
   • When is collaboration added value and when to start?
   • Topics: DCC organisation, DCC funding, research software engineering, RDM tool-implementation, training, information services (FAQs, storage finder)

2. How to organise collaboration with TDCCs?
   • Set up domain nodes within LDCC for the 3 TDCC domains
   • Nodes should foster developments, liaising, showcasing, community building
   • Topics: research software engineering, RDM-infrastructure, training
DCCs: Breaking Boundaries with Impact

Jorn Seubers
External partners

LCRDM, DCC network, SURF, E-science, local UMC

- Small network of “DCC startups” established through LCRDM
- More than once have asked and received advice on training and the organisation of events (TU Delft, VU)
- First round SURF-DCC and second round consortium project granted
- Submitted eScience fellowship proposal (RSM training)