

# 2020-01-07 Meeting notes (Ops)

## Date

07 Jan 2020

## Attendees

- [Scott Wells](#)
- [Gary Rogers](#)
- [Tabitha Samuel](#)
- [Gregory Peterson](#)
- [Derek Simmel](#)
- [Carman Hendricks](#)
- [Tim Boerner](#)
- [Victor Hazlewood](#)
- [Julie Wernert](#)

## Agenda

- User Survey document review (Julie)
- Staff wiki feedback from Ops L3 groups (Scott)
- Remind Mgrs about previous items discussed - performance reviews, decision making process, training
- Short mention of Craig Stewart's data request for ROI analysis
- Review of help ticket on "erasing" a user
- Mgr coordination

## Discussion items

Time	Item	Who	Notes
20 min	Review of User Survey document	Julie	<ul style="list-style-type: none"><li>• Scott introduced Julie and mentioned he sent a note with the survey document that Julie was going over.</li><li>• Julie mentioned that the survey is covered by IRB at Indiana and went through the questions in the document one by one.</li><li>• Tabitha mentioned the data transfer services items and will get back to Julie with feedback.</li><li>• Other items were discussed and Ops will review and get feedback (in the document) to Julie by next Tuesday.</li><li>• See action item below</li></ul>
2 min	Staff Wiki feedback	Scott	<ul style="list-style-type: none"><li>• One of the areas in the staff climate survey that XSEDE does not get good marks is the use (usefulness) of the wiki.</li><li>• Scott discussed the need to get Ops staff feedback on the wiki to facilitate improvement.</li><li>• Mgrs were asked to make the wiki an agenda item on their respective meeting calls to solicit feedback.</li><li>• See action item below</li></ul>
1 min	Reminder of previous meeting discussion items	Victor	
1 min	Short mention to Gary about Craig Stewart's data request	Victor	<ul style="list-style-type: none"><li>• Will discuss more about this offline</li></ul>
2 min	Review of help ticket 114709 re: erasure of a user	Victor	<ul style="list-style-type: none"><li>• Derek mentioned we need to limit how much effort we expend to do something like this.</li><li>• We should start with some guidance like this.</li><li>• See action item below</li></ul>
NA	Mgr coordination		None

## Action items

- Managers all review the user survey document sent by Scott and provide feedback to him by Tuesday, January 14th.
- Managers discuss with their staff the wiki and solicit feedback. Send feedback to Scott by the end of the month.
- [Victor Hazlewood](#) Schedule a meeting with appropriate staff for work on developing documentation for "erasing" an XSEDE user.
- 
-

