

European User Offices Meeting 2024 Agenda

23 April 2024

- 08:15 Shuttle to ELI-NP
- 09:00 Registration
- 09:15 Welcome and Introduction (chair BS)
- Welcome by the director of ELI-NP
 - Introduction to ELI-NP and to ELI ERIC
- 09:30 Overview on the IMPULSE project Alexandra Schmidli/ELI ERIC
- 09:45 User access software (chair IL)
- New UOS Collaboration software Carina Lobley /ESS
 - Demo of the UOS Collaboration software Frederik Bolmsten/ ESS (online)
 - CERIC-ERIC Development Ornela de Giacomo/CERIC-ERIC
- 11:15 Coffee break
- 11:45 Data management (chair CL)
- Data management plans Teodor Invanoica/ CERIC-ERIC
 - Personal data – which data needs to be collected? User statistics, etc. (open exchange) Silvia Bertini/ EU XFEL
- 12:45 Lunch
- 13:45 Guided Tour to the facilities
- 14:45 Communication (Open Exchange) (chair IL)
- Optimizing information uptake by the user - choice of the right time for communicating the right topic
 - Communication tools and channels (email, central information portal, ...)
 - Best practice from communication in ISO certified access procedures Beatrix-Kamelia Menzel/ HZB
 - Interaction with users related to the Data Management Plan
- 15:45 Coffee break
- 16:15 User satisfaction (open exchange) (chair: ND)
- User committees – Scope, modus operandi, mutual benefit, how to set up a user committee? Silvia Bertini/ EU XFEL
 - Procedures and tools to collect feedback on user satisfaction
 - How to process user feedback?
- 17:30 Shuttle to Bukarest
- 19:00 Dinner

24 April 2024

08:15	Shuttle to ELI-NP	
09:00	New facilities - new user offices: challenges and experiences (chair VV)	
	<ul style="list-style-type: none">• ELI ERIC• SESAME• SOLARIS	Zita Varady /ELI ERIC Ro'á Alnatour / SESAME (online) Wiktor Kotlarz /SOLARIS
10:00	AI applied to User Offices (chair DG) A chatbot answering user questions	Michela Bassanese/ ELETTRA
10:30	Coffee break	
10:45	Exchange of Best Practice (Open Exchange) (chair ODG)	
	<ul style="list-style-type: none">• How to assign nationalities to proposals?• How to cope with Challenges related to European Research Infrastructure Projects (proposal selection by an external panel, transfer of a proposal into the local access management system, etc.)• Requirement for open access publication by users• ...	Carina Lobley /ESS Daniela Unger/ DESY Barbara Schramm/ HZDR
12:00	Lunch	
13:00	Departure to the Airport	

Session Chairs:

- BS Barbara Schramm/ HZDR
- IL Ina Lommatzsch/ MLZ
- CL Carina Lobley/ ESS
- ND Nadia Day/ Max IV
- VV Vlad Vasilca/ ELI-NP
- DG Denis Gorbunov/ HZDR
- ODG Ornella DeGiacomo/ CERIC