eRImote

eRimote Expert Group I: 1st Workshop

Quality Assurance and User experience on Remote and Virtual Access

Online (Zoom), 3rd May 2023, 14:00-16:00 CEST

Organised by [INTERACT-INPA](#), Chair Hannele Savela ([INTERACT](#) Transnational Access Coordinator, University of Oulu)

About eRimote project

The eRImote project (European Research Infrastructures - Pathway to Improved Resilience through Digital and Remote Access) aims to identify **strategies and solutions to enable the transition to more remote and digital access to Research Infrastructure (RI) services** across ESFRI domains. You can learn more about the pathway to reach objectives and the work packages included in the project on the [e-Rimote website](#).

WP3 "Remote Access Landscape Analysis" is responsible for **collecting and analysing data on the current status and challenges of remote/digital access to Research infrastructure Services**. The eRimote project team has therefore created five Expert Groups dedicated to addressing various questions related to Remote and Digital Access Provision. You can see the full list of Expert Groups and description [here](#).

About Expert Group I - Researcher experiences with Remote/Virtual Access (organised by INTERACT Non-Profit Association, INPA)

Quality assurance covers the whole chain of access provision, including the processes for user selection and guidance, training of staff, methods and platforms used in access provision, sample handling and sharing of results, and the collection and analysis of user feedback on remote and virtual/digital access services to RIs.

The expert group, consisting of members across domains, service categories and geographical regions, will focus on **successful solutions and current challenges in the quality assurance of remote and virtual/digital access services**, as experienced both by the access providers and the researchers using the services. Future developments in quality

assurance will also be explored, leading to improved processes in remote and digital access service provision, and ultimately, to improved user experience.

The expert group will have 2-3 on-line meetings in 2023. The results will be compiled into actionable recommendations on quality assurance of remote and digital access services, feeding into a Green Paper on transition to remote access to RIs.

Agenda of the Workshop

Online (Zoom), 3rd May 2023, 14:00-16:00 CEST

14:00-14:15 **Introduction to Quality Assurance in Remote and Virtual/Digital Access**, Hannele Savela (Chair), University of Oulu and INTERACT TA/RA/VA Coordinator

14:15-15:00 **Highlight presentations**

15:00-16:00 **Discussion** (see below the list of questions in preparation of the workshop)

> General
- How remote access is performed in each domain?
- What are the common points in remote access in different domains - specifically common solutions as well as common challenges?

> RI facility/data managers, project coordinators
- Does your RI/project have any Quality Assurance program for Remote and/or Virtual/Digital Access?
- Does your RI/project provide specific guidelines to researchers applying for Remote Access?
- How does your RI/project provide Digital/Virtual access (e.g. via which platform, metadata guidelines, data interoperability issues or solutions)?
- Does your project/RI consortium have any structured way to collect user feedback?

> Researchers
- How was your experience with Remote/Virtual/Digital Access?
- Did you have the possibility to give feedback? Was it taken into consideration?
- How did you set up the protocols for your Remote/Virtual/Digital Access research?