



Facilitating Research Computing and Data Support at North Carolina State University

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What is the Research Facilitation Service (RFS) and why did we create it?

NC State offers various research computing and data services across campus

- ❑ Office of Information Technology
 - ❑ HPC (since 2003)
 - ❑ Data Storage (since 2016)
 - ❑ Support for cloud, virtual, & secure computing
- ❑ College IT units
- ❑ University Libraries
- ❑ Data Science Academy
- ❑ 6 Shared Core Research Facilities
 - ❑ Genomic Sciences Laboratory
- ❑ And more!

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Goals for NC State's Research Facilitation Service

- ❑ Provide a single point of contact for RCD needs; Increase discovery of and access to services and support.
- ❑ Analyze requirements, recommend technologies, and propose design solutions.
- ❑ Connect campus RCD providers.
- ❑ Assist in planning for cyberinfrastructure needs for funded (and unfunded) projects.
- ❑ Act as a resource for strategic input.

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How we got here



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Laying groundwork

- ❑ Increased demand for research data storage led to first shared position between Libraries and OIT.
- ❑ NC State's IT Governance redesigned trying to be more responsive, agile, and service oriented.
- ❑ More focused discussions about how the university could support research computing and data.



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Cross-campus Research Computing and Data Coordination Planning Team

In 2020, the Libraries and IT charged this group to:

- Survey existing RCD services and support.
- Identify and prioritize gaps.
- Propose a framework service model to support needs.



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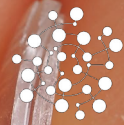
Continuous campus engagement and alignment of resources

- ❑ Campus Research Computing Consortium (CaRCC) RCD Capabilities Model (2020)
- ❑ IT, Research Office, & Libraries increased collaboration to support large, interdisciplinary grant proposals (2020)
- ❑ RCD Facilitation Service Design Task Force charged (2021)
- ❑ Ithaka Big Data Study (2021)
- ❑ Began a series of RCD service provider “introduction” meetings (2021)
- ❑ Researcher Focus Groups (2021)

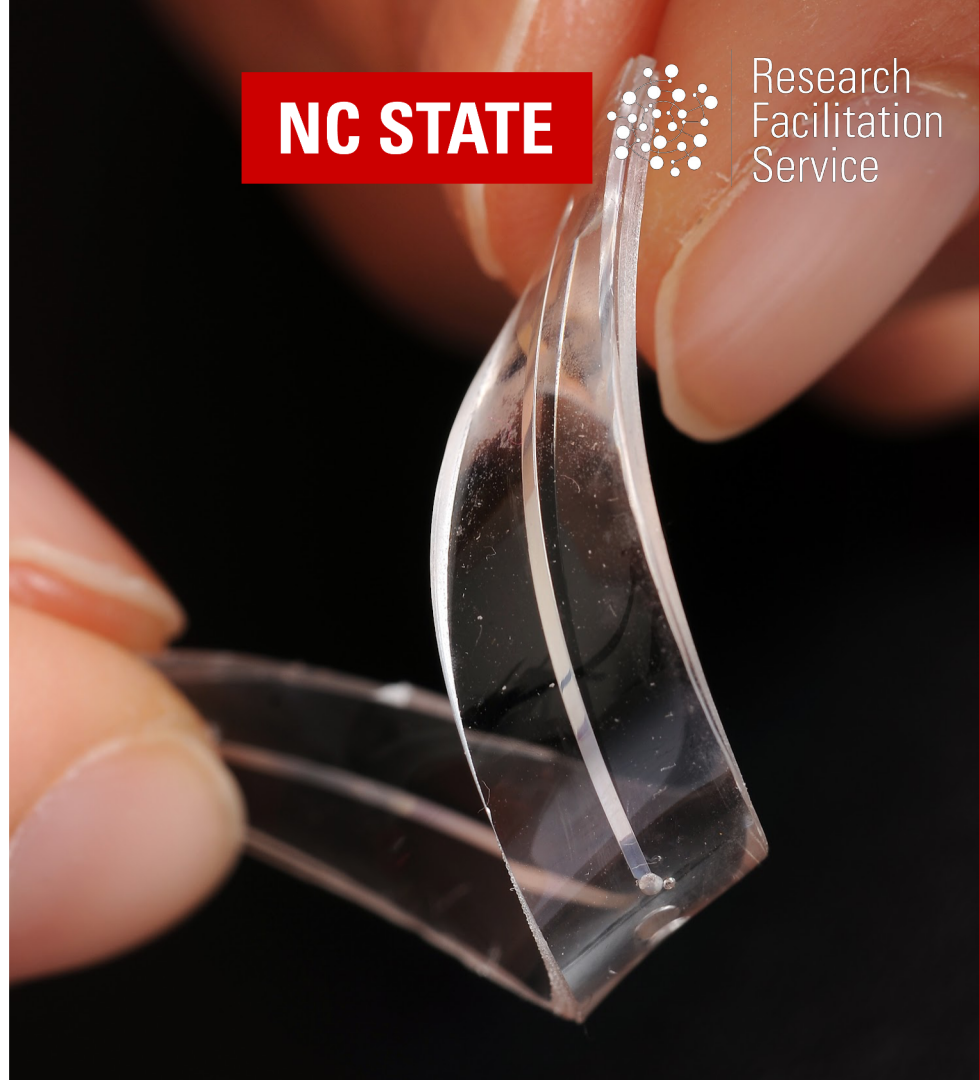
Launching the RFS

- ❑ Using a flexible and iterative prototyping process to support growth, maturation, and success.
- ❑ Selected a college by college roll-out strategy.
- ❑ Launched College of Sciences pilot in April 2022.
- ❑ Planning with the College of Natural Resources for next phased roll-out January 2023.

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RFS requests at a glance

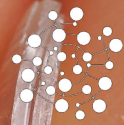
Have facilitated requests from:

- 7 out of 10 colleges
- 18 departments
- 1 core facility
- 3 centers

Top requested topics and areas of support:

- Data storage, transfer, & overall RDM advice and hands-on support
- Web app and database development
- Data security & sensitivity, including help with DUAs

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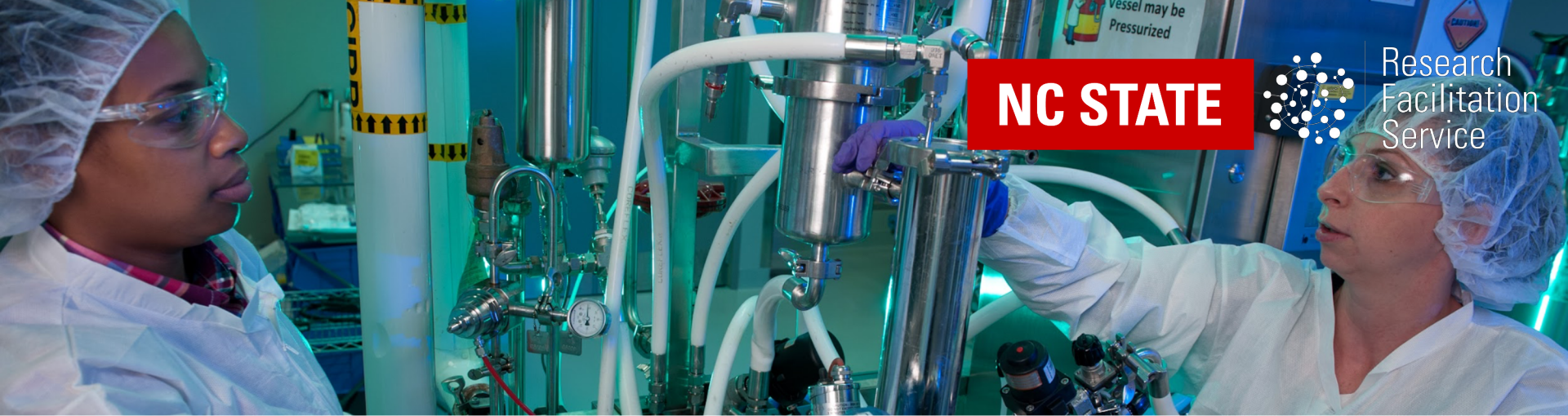
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Key takeaways





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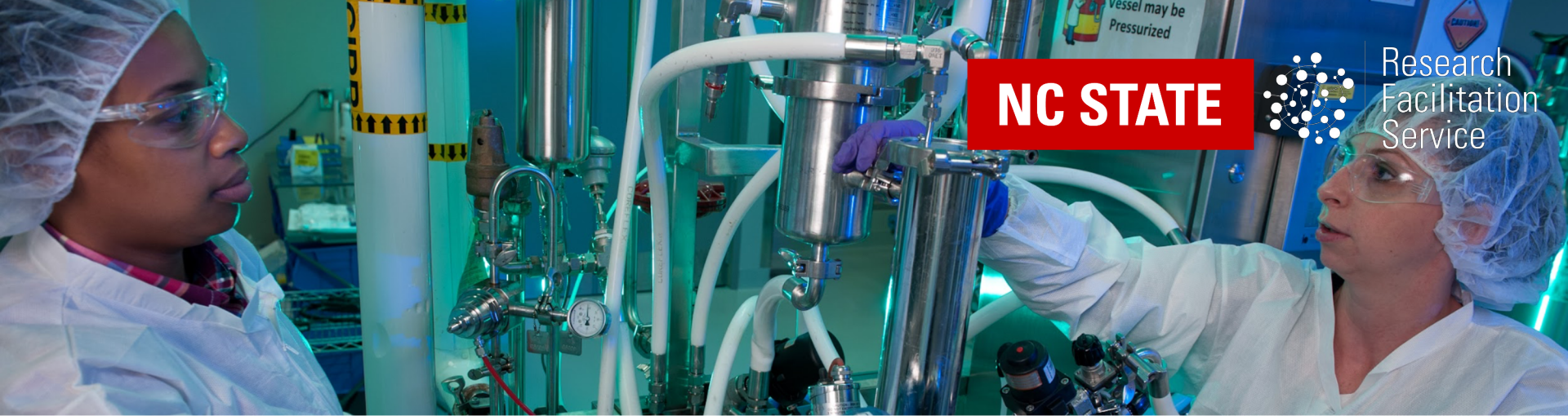
Partnerships are vital.

- Office of Information Technology
- University Libraries
- Office of Research & Innovation
- Researchers & faculty champions!
- College & Departmental IT
- Core Facilities
- Data Science Academy



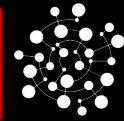
Build trust over time.

The RFS relies on many different units throughout campus. You must take the time to build trust among your partners and recognize how complex the needs can be.



The Libraries is a natural connector.

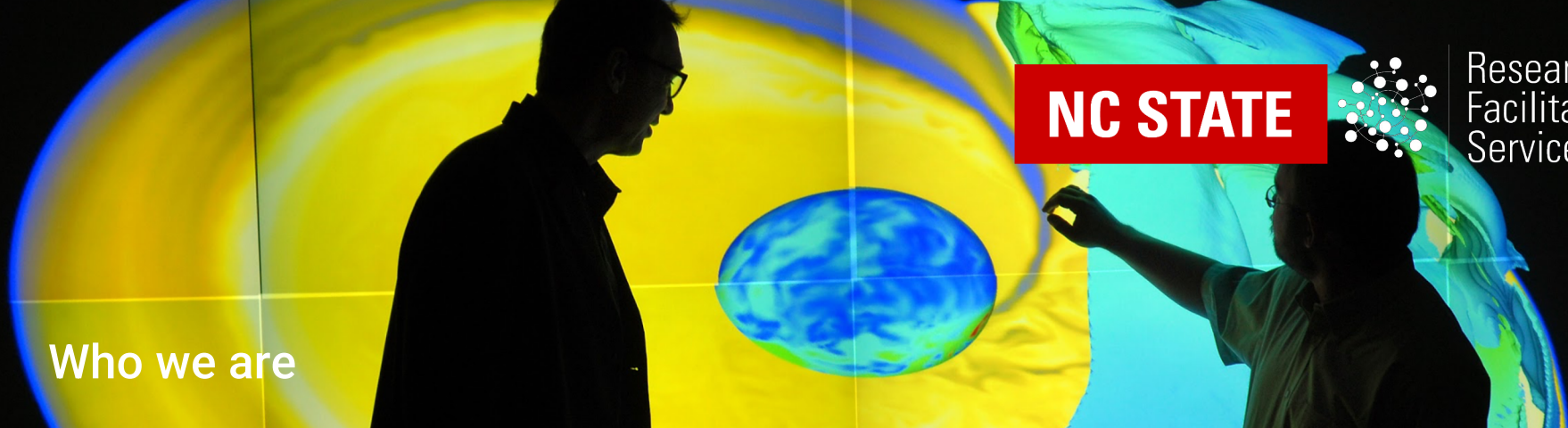
Libraries act as connectors for users, linking them to necessary resources and information, and this makes it a natural home for a service like the RFS. The Libraries are also positioned as one of the truly interdisciplinary institutions on campus that can serve needs across its many academic constituencies.



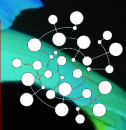
Thank you! Thoughts? Questions?

Conversation starters:

- Do you have a similar service at your institution?
- Have you conducted campus engagement activities on your campus? Suggestions for successful methods?
- What challenges do you face in terms of RCD support?
- What has been your experience building collaboration among campus units in support of RCD?



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Who we are



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*Cross-campus computing
and data support*

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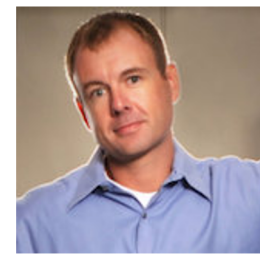
Susan Ivey
UL



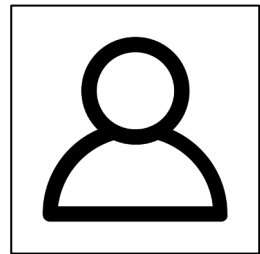
Moira Downey
UL



Chris Blanton
OIT



Andy Kurth
OIT



[We're hiring!](#)

The RFS is a joint endeavor on the part of the University Libraries (UL), the Office of Information Technology (OIT), and the Office of Research and Innovation (ORI)

College of Sciences

Thanks to COS, especially Heather Patisaul and Debbie Carraway, for their ongoing support and willingness to help develop the RFS via the pilot

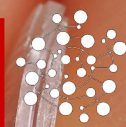
RFS Design Task Force

Susan Ivey, co-chair (Libraries, Digital Library Initiatives)
Andy Kurth, co-chair (OIT, Research Computing)
Andy Baltzegar (Genomics Research Laboratory)
Chris Blanton (OIT, Research Computing)
Emily Callihan (ORI, Research Development)
Debbie Carraway (COS IT)
Jamie Dennis (CALS IT)
Moirra Downey (Libraries, Digital Library Initiatives)
Adria Snead (OIT, Security and Compliance)
Lori Wachter (Laboratory for Analytic Sciences)

Research Computing & Data Services Coordination Planning Team

Susan Ivey, co-chair (Libraries, Digital Library Initiatives)
Andy Kurth, co-chair (OIT, Research Computing)
Debbie Carraway (COS IT)
Josh Gira (CNR IT)
Emily Griffith (COS, DSA)
Lamiyne Vaughn (OIT, Security and Compliance)
Alyson Wilson (AVC, National Security and Special Research Initiatives)

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Acknowledgments