

CaRCC Researcher-Facing Call, 2024-02-08

Topic: JetStream2 - Researcher-Facing Resources and Support

Speakers: Jenn Taylor, Project Manager and User Support Specialist, and Le Mai Weakley, Senior Tech Lead with Indiana University's Research Cloud Services team.

Abstract

Jetstream2 is an NSF-funded, user-friendly cloud computing environment available to any US-based researcher or educator. Jetstream2 expands on the work of the initial Jetstream project, broadening the range of infrastructure and services. But with increased power comes increased responsibility. As Jetstream2's capabilities have grown, so has the need to assist and educate users who have a wide range of cloud computing knowledge.

Jenn Taylor is a Project Manager and User Support Specialist with Indiana University's Research Cloud Services team, which provides front-line support and training for Jetstream2. In her role, Jenn is developing strategies to increase the adoption of Jetstream2 resources and create a more informed and efficacious user base. She'll discuss the history of Jetstream2 and the challenges of supporting these researcher-facing resources, as well as her team's goals for 2024—and beyond.

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Agenda

Time	Item
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12:55-1:05 pm EST	Welcome to the Researcher Facing Track! • Researcher-Facing Track description • CaRCC is your community for research computing and data professionals. Please see this brief overview; more information on activities on our Groups web pages. • If you have questions about CaRCC or are interested in becoming more involved, please contact: ○ rf-coordinators@carcc.org for R-F-related activities, or ○ getstarted@carcc.org or getinvolved@carcc.org for other CaRCC work • We expect all persons on the call to adhere to CaRCC's Code of Conduct.
1:05 -1:35 pm EST	JetStream2 - Researcher-Facing Resources and Support
1:35 - 1:55 pm EST	Q/A Facilitated by the R-F Steering Committee
1:55 - 2:00 pm EST	Session close

Announcements

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Sign-In (Name / Affiliation /Email)

Note: please follow the suggested sign-in format so our evolving data science intelligence routines won't trip up and forget to enter you in our \$1m sweepstakes.

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Max attendee count 61

Notes from the call

Notes

Jetstream2 - cloud platform, ~5 collaborative institutions, access via ACCESS

VMs like in the commercial cloud, no cost

Larger support team on Jetstream2, two teams, infrastructure and user facing/engagement

Software store (Matlab, Conda, NVHPC)

2024 objectives - outreach, education, training

- Workshops - direct and on-demand

Open for collaboration/ direct help

Jetstream1 did not have detailed info on what users do in their VMs, the effort now is to understand that better

Q: How to address both introductory and advanced users in workshops?

- Separate workshops based on advance levels - introductory and more advanced

Q: Can J2 support protected data?

Still working on it, reach out

Note that all protected data isn't HIPAA protected, might be able to use J2 for that

Q: Windows VMs?

Had a few cases, reach out.

<https://docs.jetstream-cloud.org/general/windows/>

Q: Can J2 help with interactive applications like Jupyter and Open onDemand?

There is infrastructure for class VMs, can be provisioned by instructor or support

Q: Georgetown is using J2 for classes, how to make it easy for students to access the class VMs?

Access via ACCESS to get an allocation, adding users to an allocation requires the PI to do the addition

Q: Multi institution access like in Jetstream1

J2 is different, but consider it

Q: What to do to get onboarded on J2

Workshop on April 4, recording from last December, or quickly go to ACCESS, get explore allocation on J2 (PIs or grad students), once it's approved, have J2 credits + other ACCESS systems, for J2 regular compute, GPU, large mem, storage

<https://access-ci.org/about/get-started/#start>

Questions

How to meet unique needs of customers

Objective - Outreach, Education and training - How were these obj decided upon?

Two way street on education - I like that perspective. Easy access and easy to spin up

Common guilds and use-cases

How could Jetstream2 supplement on prem interactive computing (e.g. via Open OnDemand)

In terms of data security, what type of data can people bring to jetstream2?

- Here's some info on our acceptable use/data policies:

<https://docs.jetstream-cloud.org/general/policies/#protected-data-and-jetstream2>

If I want to send researchers to Jetstream2, what should I do?

- They can get started by [creating an ACCESS account!](#) Once they have their account, they can request an allocation/ACCESS credits, and then they'll exchange those credits for Jetstream2 resources. It might seem like a few steps in the beginning, but the

process goes quickly.

Most people who are new to JS2 start by [logging in to Exosphere](#), our user-friendly interface. It's a good place to begin.

Ditto the above(What to do?) (I know of a researcher who would like a compute server running Ubuntu to analyze seismic (big!) data mounted from Isilon.)

- We'd love to have them! See my notes above. :)

Chat Comments