



Deliverable 2.8

Survey of the interest and demands of the user community as well as of potential industrial stakeholders with respect to the provision of fee-based services and/or training activities

SEVENTH FRAMEWORK PROGRAMME Research Infrastructures

INFRA-2007-1.2.2 - Deployment of eInfrastructures for scientific communities

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Project coordinator: Prof. Dr. Harald Schwalbe

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1. Introduction

An anonymous on-line survey has been proposed on the e-NMR web site with the goal of:

1. Obtaining feedback on the security policy implemented by the e-NMR project
2. Investigating the interest and demands of the user community as well as of potential industrial stakeholders with respect to the provision of fee-based services and/or training activities.

The survey has been published on the e-NMR project web site www.enmr.eu, under the Survey menu item, and can be filled online.

It has also been advertised the 29 of October on the Belief project portal (see Figure 1-1), and presented at the e-NMR event held in Cambridge at the premises of the EMBL-EBI Genoma Campus in early November 2009.

The goal 1 is the second round of the survey about security issues presented in the document D3.3, delivered at month 18.

The goal 2 addresses the D2.8 project deliverable due by month 24. Its results will be analysed and the relevant actions implemented in the deliverable D2.9 due by month 27.

The screenshot shows the Belief portal website. At the top left is the Belief logo with the tagline "Global Access Point To e-Infrastructures". At the top right are navigation links: "Overview | Media Corner | Forum | Contacts | Login". Below the logo, the text reads: "you are here: [home](#) » [news](#) » the enmr project, which represent the second largest grid community in the life science area, is now launching a survey!". The main headline is "The eNMR project, which represent the second largest GRID community in the life science area, is now launching a survey!". Below this, it says "They would like to collect feedback from users but also companies (SMEs for example) about their views and needs for security on the GRID." and "Belief is pleased to support this initiative and we invite you to visit the eNMR website where the survey has been posted and to participate to this survey: <http://www.enmr.eu/Survey>". It also mentions "Particularly important is feedback provided by commercial stakeholders." and "For further information on the eNMR project please visit www.enmr.eu". There is a section for "Area of interest" with "Biology" selected. A "Share on..." section lists various social media and sharing options like Delicious, Facebook, Google, LinkedIn, Myspace, OkNotizie, Splinder, Technorati, Twitter, and Reddit. On the right side, there is a "LATEST NEWS" section with two items: "06-11-2009 e-IRG Workshop in Uppsala: Bringing the e-Infrastructure actors together" and "06-11-2009 First announcement of the 6th European Conference on Research Infrastructures (ECRI2010)". Below the news is a blue button that says "Enter the e-Infrastructures" and a red button that says "Enjoy the community".

Figure 1-1: e-NRM survey launched on the Belief portal

2. Survey layout

2.1. Security policy survey

After the first survey published in D3.3, a lesson learned was that most of users had limited knowledge of grids and in particular of their security aspects.

It was thus decided to go for a second round, adopting a different approach: the security related part of the survey consists now in a FAQ format survey, where typical security related questions are simply posed and answered by our team. The user can approve or reject the answer, or leave his comment.

At the end of the survey, the user is asked to have a look at the more detailed e-NMR Security Policy Document available at <http://www.enmr.eu/files/eNMR-security-policy.pdf>, and provide his feedback optionally.

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NMR computational infrastructure

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e-NMR Surveys

This survey is targeted to bio-NMR user community to collect feedback about the security policy adopted by the e-NMR platform based on EGEE grid.

It consists in a FAQ format survey, where typical security related questions are simply posed and answered by our team. You can approve or reject the answer, or leave your comment.

A the end, please have a look at the more detailed Security Policy Document available at <http://www.enmr.eu/files/eNMR-security-policy.pdf>. Your feedback will be much appreciated.

**Campo obbligatorio*

Do you work for: *

Academia

SME / Industry / Private

Altro:

OPTIONAL: you can specify your Name, e-mail address and Organisation in this space:

If I submit my data to an e-NMR portal for a calculation, where is the data stored and is this information accessible to anyone but myself? *

The data can be stored encrypted in specially designated machines. Even though that data could be, in principle, accessed by other people, it will be unintelligible unless one of the following happen: a) The encryption algorithm is broken b) The encryption key is compromised

- Yes, this satisfies my security requirements
- No, this does not satisfy my security requirements
- Altro:

Is my calculation accessible to anyone but myself? *

The result of your calculation can be encrypted in the grid computing node after the job has been executed.

- Yes, this satisfies my security requirements
- No, this does not satisfy my security requirements
- Altro:

Are the results of the calculation deleted when I get the results back? *

The tools the project provides to the user also delete the original data when a copy of it has been received by the user.

- Yes, this satisfies my security requirements
- No, this does not satisfy my security requirements
- Altro:

Can anyone capture the data while being transferred? *

Anyone can capture the data in its encrypted form. To be able to decrypt it requires breaking the encryption algorithm used.

- Yes, this satisfies my security requirements
- No, this does not satisfy my security requirements
- Altro:

Can I allow accessing to my data by other than myself, e.g. the rest of my team or organisation? *

Sure, you can authorize single persons, or groups, to retrieve your data and its key to decrypt it.

- Yes, this satisfies my security requirements
- No, this does not satisfy my security requirements
- Altro:

Please insert your feedback about e-NMR Security Policy document (<http://www.enmr.eu/files/eNMR-security-policy.pdf>) *

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The results of this survey are reported in detail in the project deliverable “*D3.9: Analysis of security issues brought about by the user community and by industrial stakeholders*” timely delivered at month 24.

The security measures were judged as satisfactory by both academic users and industry. Some respondents from industry indicated that even if the security measures in place seem to be more than sufficient, industry in general will refrain from using grid based services and will rather invest in computational resources in-house, to minimize any potential security risks.

We can conclude from this survey that our current implementation of security including the new measures implemented described in D3.9 is thus satisfactory.

2.2. **Survey about the interest with respect to the provision of fee-based services and/or training activities**

This survey specifically addresses the D2.8 deliverable. It consists of the five questions listed below.

For SMEs / Industrial companies: If you were asked to pay for using our platform, would you prefer to pay:

- Flat subscription rate: per day, month, quarter, year, perpetual
- Per each job, per 1000s of jobs, etc.
- Per CPU-time
- Altro:

Would you be interested in the provision of fee-based training on the use of eNMR web portal? *

- Yes
- No

Would you be interested in the provision of fee-based training on the best computational practices in bio-NMR? *

- Yes
- No

Would you be interested in the provision of fee-based training on the use of the Grid Infrastructure? *

- Yes
- No

Would you be interested in the provision of fee-based training on the local installation and use of eNMR portal at your premises? *

- Yes
- No

At the time of writing (16 November 2009), four SMEs answered, partially, to the above questions.

The first question was answered by three of them: two voted for the pay-per-job basis, one for the flat subscription rate. The latest one inserted a comment suggesting that, on the basis of his experience in the industry world, he does expect that any industrial partner that decide to participate in the e-NMR grid would be interested in paying also for training, most probably best negotiating both access and training in one fee.

The last four questions were answered by two out the four industrial partners: one was interested in all of the four offers (the one suggesting the above joint access/training fee), the second one only to the provision of training on the use of the e-NMR portal.