

INSPIRE Operational Support

68th MIG-T meeting 2022-02-04

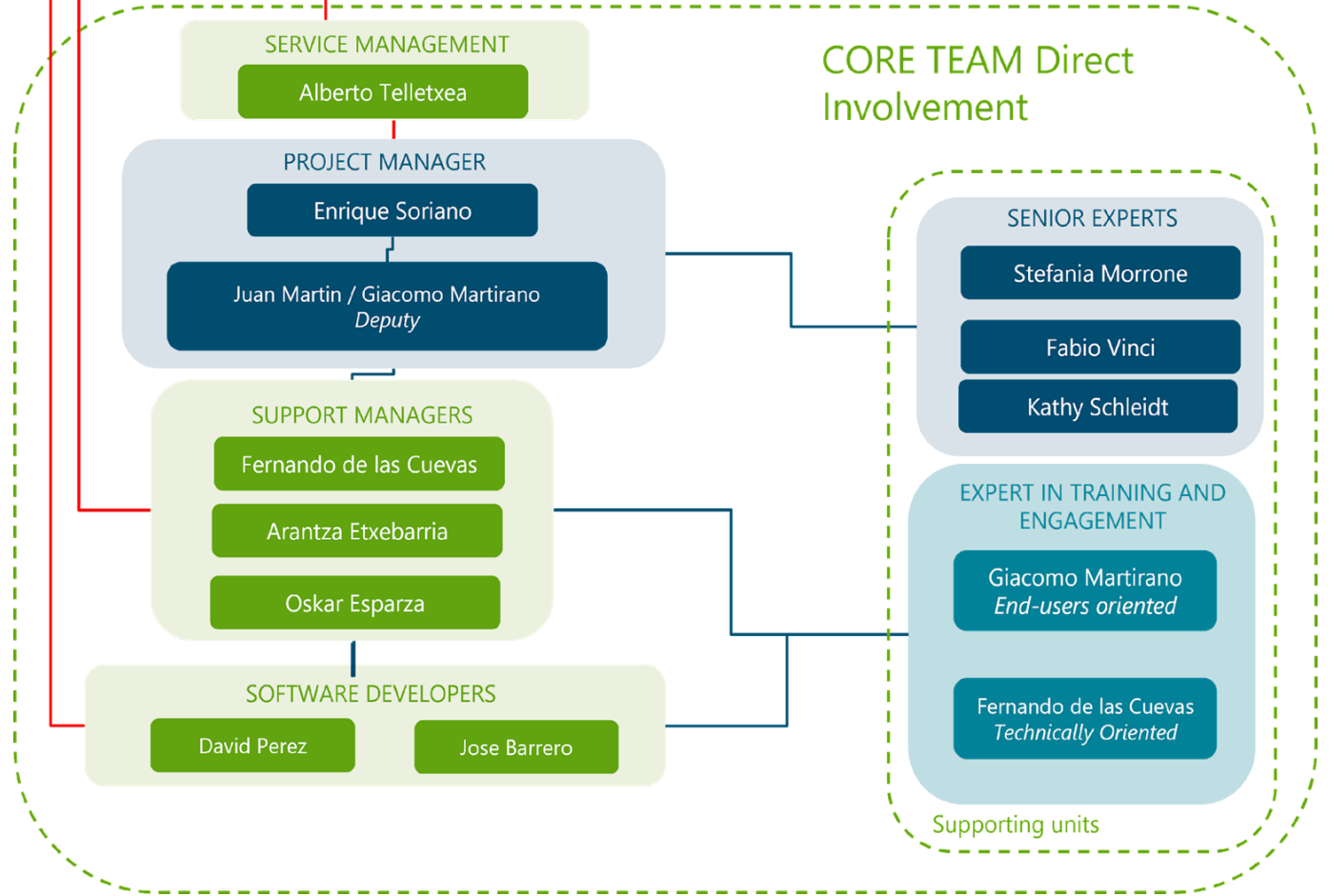
February 4th 2022

CONTENT

01. Tasks and objectives
02. Project Team
03. Helpdesk management

Task	Objectives
Task 1. Evolution and maintenance of the ETF testing framework and the INSPIRE Reference Validator	<ul style="list-style-type: none">• Ensure the uptake and reusability, from both users and developers.• Contribute to the corrective maintenance and sustainable evolution of the ETF testing framework and the INSPIRE Reference Validator
Task 2. Evolution and maintenance of the Re3gistry software and the INSPIRE Registry	<ul style="list-style-type: none">• Ensure the uptake and reusability, from both users and developers• Contribute to the corrective maintenance, sustainable evolution and uptake of the Re3gistry software and the INSPIRE registry

Task	Objectives
Task 3. INSPIRE helpdesk	Provide support and guidance to the INSPIRE community through the facilitation of the generic INSPIRE helpdesk and additional helpdesk repositories related to maintenance of INSPIRE artefacts, Good Practices, need-driven data prioritisation.
Task 4. Update and maintenance of the INSPIRE artefacts	Support the change process of the INSPIRE artefacts and contribute to their update and maintenance
Task 5. Redesign and operation of the INSPIRE website	Design, operate and maintain a re-engineered version of the INSPIRE website



Helpdesk management

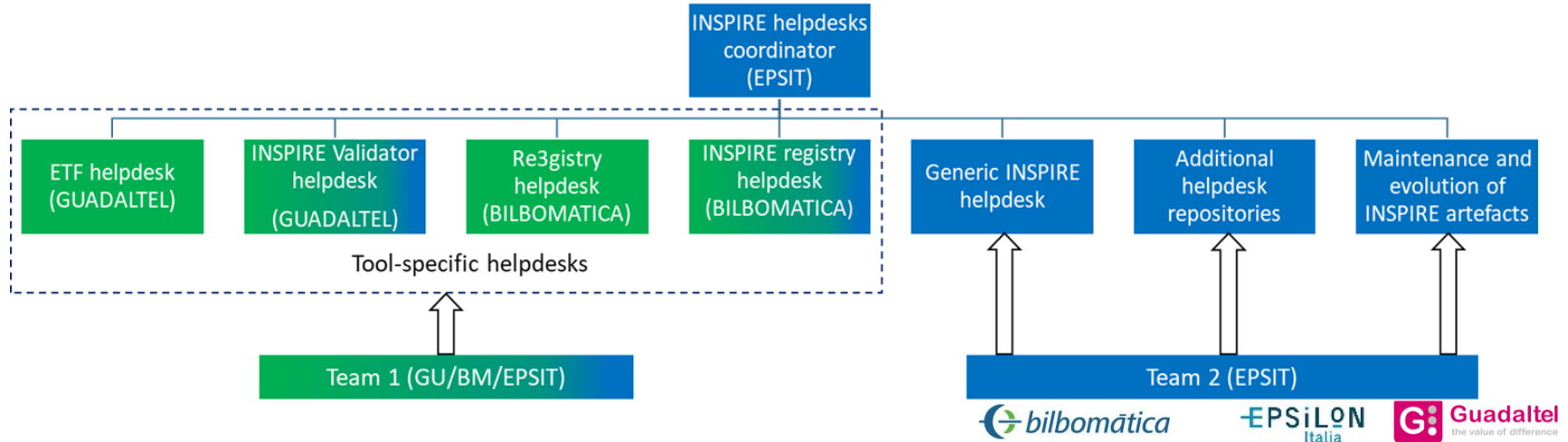
Two teams:

- Tool-specific helpdesks (ETF, INSPIRE Reference Validator, Re3gistry, INSPIRE registry)
- Generic INSPIRE helpdesk - Additional helpdesk repositories supporting issues related to maintenance of INSPIRE artefacts, Good Practices, need-driven data prioritisation.

One responsible for the overall helpdesk management

-> 2 team leaders

-> helpdesk-specific managers (responsible for the operation of their own helpdesks).



Helpdesk people

INSPIRE helpdesks coordinator:

Stefania Morrone

Team leaders:

Enrique Soriano (Team 1)

Stefania Morrone (Team 2)

Helpdesk managers:

Stefania Morrone

Generic helpdesk – Additional helpdesk repositories – Maintenance and evolution of INSPIRE artifacts

Enrique Soriano

ETF and INSPIRE Validator helpdesk

Juan Martín

Re3gistry and INSPIRE register helpdesk

Team 1

Enrique Soriano, Juan Martín, Fabio Vinci, Arantza Etxebarria, Jose Barrero

Team 2

Stefania Morrone, Fabio Vinci, Katharina Schleidt



Thanks