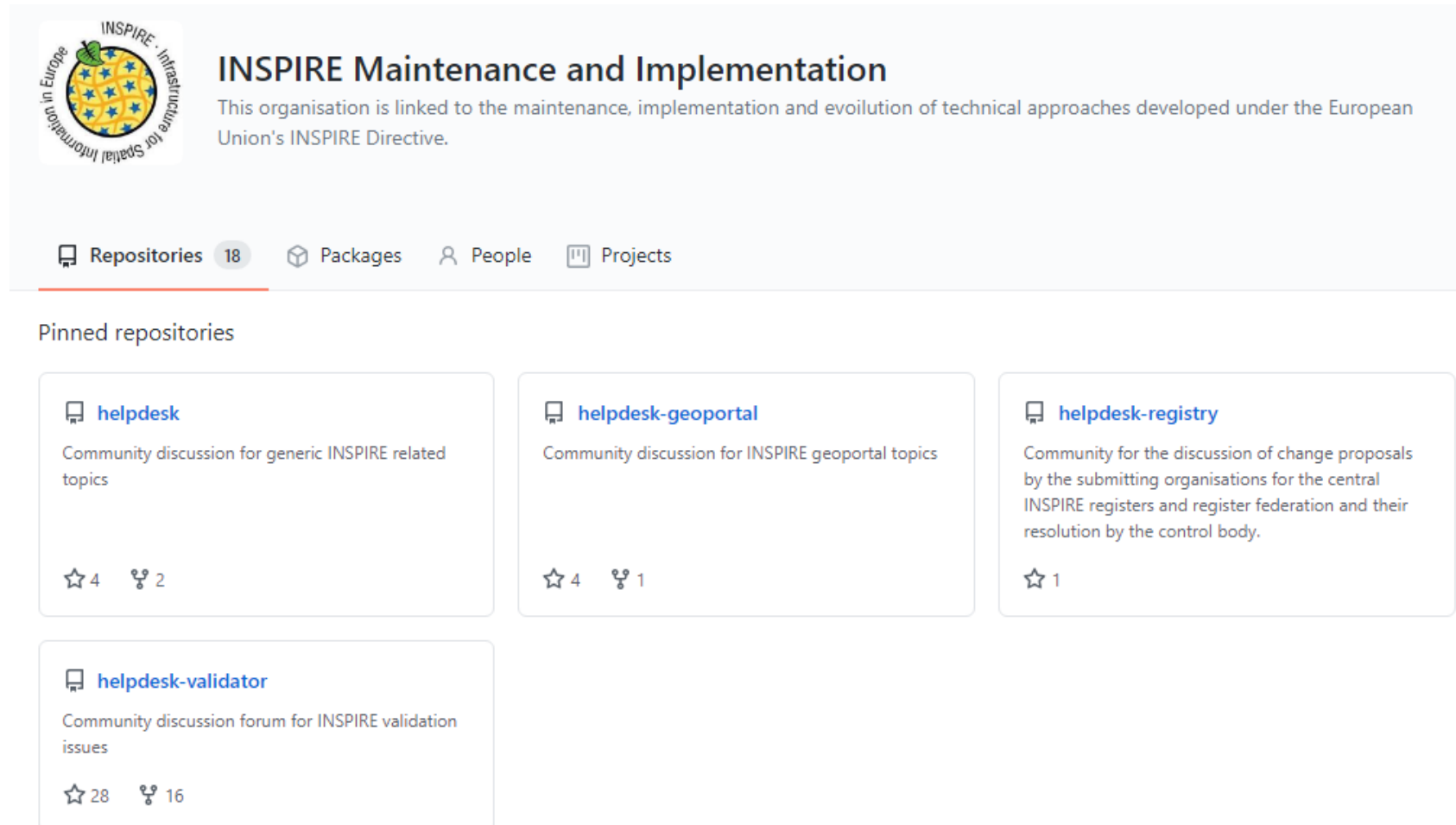# INSPIRE Helpdesks

JRC INSPIRE Team

65th MIG-T meeting – April 15-16, 2021

GitHub based INSPIRE Helpdesk

- **https://github.com/INSPIRE-MIF**

GitHub based INSPIRE Helpdesk

- **https://github.com/INSPIRE-MIF/helpdesk**

INSPIRE helpdesk

This space is used for discussions and announcements on general INSPIRE topics. Before reporting a problem or asking a question here, please make sure that the problem or question is not relevant to (only) a specific INSPIRE component. If this is the case, please use the dedicated helpdesks for the Validator, Geoportal or Registry.

Use this issue tracker (helpdesk) to:

- report a generic problem related to INSPIRE, or
- start a discussion or raise a question related to a generic INSPIRE matter.

Please follow our Code of Conduct anytime when you interact with the INSPIRE community in this space.

Please note that the former INSPIRE Community Forum, which was used for domain-specific discussions about INSPIRE, was discontinued as of January 31, 2021. Its content has been archived and can still be accessed here.

Please note: If you are trying to access a known URL from the archived forum directly, you can do this by prepending https://wayback.archive-it.org/12090/20210119102755/ to your https URL.

GitHub based INSPIRE Helpdesk

- **https://github.com/INSPIRE-MIF/helpdesk/blob/main/code-of-conduct.md**

Code of conduct

Our Pledge

In the interest of fostering an open and welcoming environment, we as contributors and maintainers pledge to making participation in our project and our community a harassment-free experience for everyone, regardless of age, body size, disability, ethnicity, gender identity and expression, level of experience, nationality, personal appearance, race, religion, or sexual identity and orientation.

The views expressed are purely those of the authors and may not in any circumstances be regarded as stating an official position of the European Commission.

Scope

This Code of Conduct applies across the whole INSPIRE-MIF organisation. Should it be deemed necessary, this Code of Conduct might be further tailored for specific repositories.

Our Standards

Examples of behavior that contributes to creating a positive environment include:

- Using welcoming and inclusive language
- Being respectful of differing viewpoints and experiences
- Gracefully accepting constructive criticism
- Focusing on what is best for the community
- Showing empathy towards other community members

Examples of unacceptable behavior by participants include:

- Posts or images that violate any laws or regulations.
- The use of sexualized language or imagery and unwelcome sexual attention or advances
- Trolling, insulting/derogatory comments, and personal, religious, ethnical, racial or political attacks
- Public or private harassment
- Publishing others' private information, such as a physical or electronic address, without explicit permission
- Other conduct which could reasonably be considered inappropriate in a professional setting
- Explicit advertising of products or services or posting/endorsing/promoting for own personal gain
- Posting your or other people's personal contact information (i.e. telephone numbers, addresses etc)
- Non-compliance with the established governance processes for the INSPIRE artefacts, Good Practices, components and helpdesks.
- Anything else deemed inappropriate by us.

Disciplinary Measures

The INSPIRE team reserves the right to delete any postings who do not adhere to this Code of conduct. This includes postings that disrupt or interfere with our technical operations. The team reserves the right to ban, temporarily or permanently, any user's account. On the first violation of any of the provisions of this Code of conduct, the user is warned and in case of a second non compliance, the team reserves the right to ban the user from the whole INSPIRE-MIF organisation.

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GitHub based INSPIRE Helpdesk

- **https://github.com/INSPIRE-MIF/helpdesk**

GitHub based INSPIRE Helpdesk

- **https://github.com/INSPIRE-MIF/helpdesk-geoportal**

INSPIRE Geoportal

This is the new helpdesk for the INSPIRE Geoportal.

Use the issue tracker (helpdesk) to:

- report a problem with the INSPIRE Geoportal,
- propose a new feature or an improvement to the existing functionality of the INSPIRE Geoportal, or
- start a discussion or raise a question on the INSPIRE Geoportal.

Please follow our Code of Conduct anytime when you interact with the INSPIRE community in this space.

To open a new issue in the helpdesk, you need a GitHub account. You can create an account at this page.

The status of the solutions to all the issues currently open in the helpdesk can be checked on the issues page.

Please note that this helpdesk should not be used to report generic issues with INSPIRE implementation, but only to report problems specific to the INSPIRE Geoportal and to collect improvement proposals. For generic topics related to INSPIRE, please use the dedicated helpdesk.

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GitHub based INSPIRE Helpdesk

- **https://github.com/INSPIRE-MIF/helpdesk-registry**

INSPIRE registry helpdesk

This space is meant to discuss and propose changes to the content and the service of the INSPIRE registry. Please follow our Code of Conduct anytime when you interact with the INSPIRE community in this space. Please familiarise yourself with the governance process that is described below before opening new issues.

Before posting an issue

Out of scope issues

- Issues about the open source Re3gistry software - powering the INSPIRE registry - should be posted in the dedicated helpdesk.
- Generic issues with the implementation of INSPIRE which are not specific of the INSPIRE Registry should be posted in the dedicated helpdesk.

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GitHub based INSPIRE Helpdesk

- **https://github.com/INSPIRE-MIF/helpdesk-validator**

INSPIRE Validation Community

This space is used for discussions and announcements around INSPIRE validation & conformity testing. Before reporting a problem or making a pull request, please read the contribution guidelines.

Use the issue tracker (helpdesk) to:

- report a problem with the INSPIRE validator or test results,
- propose a new feature or an improvement to the existing functionality of the INSPIRE validator, or
- start a discussion or raise a question on the INSPIRE validator

Please follow our Code of Conduct anytime when you interact with the INSPIRE community in this space.

The status of the solutions to all the issues currently open in the helpdesk can be checked on the project board.

Please note that the helpdesk should not be used to report generic issues with INSPIRE implementation, but only to report problems of the Validator (i.e. tests that are/might not be currently implemented or issues to the web application) and to collect improvement proposals.

Please check the changelog of the current and past releases and the release planning strategy for the plan of future releases of the INSPIRE Reference Validator.

GitHub based INSPIRE Helpdesk

- "Central repository"

- INSPIRE Helpdesk facilitators

  - S. Morrone and H. Vanparys
- 2 levels support:

  - Level 1 – general support that includes checking, immediate answering and moving questions to the right level 2

  - Level 2 – provision of concrete technical/legal solution

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Thank you!

JRC-INSPIRE-SUPPORT@ec.europa.eu

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