Introduction

• **Background and history with Globus**
  – Mid to late 2000’s
    ○ GlobusWorld
    ○ Univa, Globus Foundation, Globus Consortium

• **What I’ve been tasked with**
  – As a subscriber I’m your point person
  – Help you promote Globus within your organization

• **Current outreach**
  – Subscription tracking spreadsheet

• **Support staff**
  – Dan and Gigi
Observations

• Support staff
• Documentation / Sample code
• Common support questions
  – Basic users
    o GCP / Firewall Configuration
    o Didn’t know there was doc / Technical questions
  – Subscribers
    o Endpoint configuration
    o Performance
    o Troubleshooting – Error messages
• Your institution already has a subscription
• Subscriber specific issues
  – Few "cookie cutter" problems / solutions
  – Some common threads
Near Term Goals – New Users

• **New User FAQs**
  – Quick -n- EZ guides / videos?

• **Drip on milestones with timeouts**
  – First transfer
  – Shared endpoint
  – Management console
  – Usage reports

• **Monitor change over time**

• **Not exclusive to new users…**
Near Term Goals – Veteran Subscribers

• **GlobusWorld Tour – live / webinar**

• **Train the trainers**
  – Give you the materials you need
  – Focus on the SaaS and the value proposition it brings

• **Static Web helper pages**
  – Institutionally branded
  – Help you evangelize Globus
  – Links to our documentation

• **Monitor change over time**
Questions I’ll Be Asking

• It’s all about the number of users and bytes transferred. Or is it?
  – Current monthly summary
    o Terabytes per Month
    o Users per Month
  – What other metrics are important to you?
    o The Globus_Usage_Transfer_Detail.csv file (and elsewhere)

• What’s working well, what can be improved on?

• What are you finding difficult that you believe should be easier?

• What can we do for you?