



**TF-CPR Sunday,
15 May, 2011**

Prague, Czech Republic
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Overview

This meeting was a short meeting, co-located with the TNC. In the past few years, these meetings have been planned as joint meeting with TF-MSP. This year, however, there was not enough interest in having a joint meeting from both MSP and CPR participants equally. TF-MSP did not end up having a meeting pre-TNC, but CPR decided to go ahead anyway. A Doodle poll attempted to determine which day would be the most appropriate (Sunday or Monday) and whether participants preferred a half or whole day. The results indicated that a Sunday half-day meeting was the preferred set-up.

List of Participants

The meeting was not well attended, mostly due to NREN budget constraints, less people were allowed to travel. Two people joined remotely, Natasa and Domen. Three of the participants were from South America, and not regular attendees.

First name	Last name	Organisation	Email	Country
Camilo	Jaimés Ocaziónez	RENATA	comunicaciones@renata.edu.co	Colombia
Carrie	Solomon	TERENA	solomon@terena.org	Netherlands
Damian	Niemir	PIONIER / PSNC	niemir@man.poznan.pl	Poland
Damjan	Harisch	Arnesž	damjan.harisch@arnes.si	Slovenia
Domen	Božeglav	Arnes (by Video conference)	domen.bozeglav@arnes.si	Slovenia
Elke	Dierckens	Belnet	elke@belnet.be	Belgium
Frederic	Libotte	Belnet	frederic.libotte@belnet.be	Belgium
Gabriela	Krcmarova	CESNET	gabriela.krcmarova@cesnet.cz	Czech Republic
Gitte	Kudsk	UNI-C/Forskningsnettet	gitte.julin.kudsk@uni-c.dk	Denmark
Goran	Škvarč	CARNet	goran.skvarc@carnet.hr	Croatia
Laura	Durnford	TERENA	ldurnford@hotmail.com	Netherlands
Lonneke	Walk	SURFnet	lonneke.walk@surfnet.nl	Netherlands
MARIA JOSE	LOPEZ POURAILLY	RedCLARA	maria-jose.lopez@redclara.net	Chile
Natasha	Lemajic	AMRES	natasa.lemajic@rcub.bg.ac.rs	Serbia
Tomi	Dolenc	Arnes	tomi.dolenc@arnes.si	Slovenia

Agenda

The official agenda is pasted below. However, changes were made to it during the meeting. Since the meeting ran out of time, the last agenda item "17:15 - 17:45 Service promotion strategy" was moved to the next TF-CPR meeting in September. Furthermore, after the welcome and introductions, the meeting started with the Lonneke Walk's TF-CPR Compendium Review. The rest of the agenda follows structure below.

- 13:00 - 13:15 Welcome: Introductions, minutes, agenda, news
Goran Škvarč (CARNet)
- 13:15 - 14:15 RedCLARA organisational overview and Latin America PR
Maria Jose Lopez Pourailly (RedCLARA)
- 14:15 - 15:30 TF-CPR mandate review discussion: Terms of Reference and elections
Goran Škvarč (CARNet)
- 15:30 - 16:00 Coffee Break
- 16:00 - 16:30 TF-CPR Compendium review
Lonneke Walk (SURFnet)
- 16:30 - 17:00 Requirements for social media trainer
Carrie Solomon (TERENA)
- 17:00 - 17:15 Social media in the NREN Community (by VC)
Domen Bozeglav (ARNES)
- 17:15 - 17:45 Service promotion strategy
Gitte Julin Kudsk (UNI-C)
- 17:45 - 18:00 AOB
Goran Škvarč (CARNet) and Carrie Solomon (TERENA)

RedCLARA organisational overview and Latin America PR

Maria Jose Lopez Pourailly (RedCLARA)

Maria gave a presentation in which she explained the new branding: RedCLARA now means the organisation and the network. (used to be RedCLARA the network and CLARA the org). Only two countries in LA are funded by the government; in the rest of LA, the academia and researchers need to pay on their own.

13 NRENs are connected to RedCLARA. Bolivia & Paraguay due to connect to RedCLAAR soon – but have to battle expensive connectivity. 2004: ALICE was funded 12.5 million to serve for the creation of infrastructure which connects LA to Europe. (10 million is EC, and 2.5 is LA partners contribution). Mostly Brazil is doing research, other countries far less. When ALICE started, only 5/18 NRENs Chile Brazil, Argentina and Mexico and Panama were participating and only 4 staff at that time at CLARA. Dec 2008-2012: ALICE2 project started off with goal of making it sustainable and upgraded. 12 million EC and 6 million LA NRENs. CLARA current staff has grown to about 12 people, will stay until 2012, then they'll see. Virtual organization for now, mainly based in Chile.

RedCLARA portal was launched on March 28 2011. It is like a Facebook for this community. Find a project partner – for example, if someone is looking for other parties working on the same research so people can find each other. Intelimap shows which institutions are connected to RedCLARA. There is also chat, instant messages, multipoint VC can run across countries. RedCLARA Prende is the training service.

Three tools for PR (starting in Sept 2004): the CLARA website (new launched 2011), the bulletin delivered every 3 months online in three languages - Spanish, Portuguese and English - and the DeClara express newsletter only in Spanish by email every two weeks (social media, it is done automatically via RSS feeds no human intervention)

Why they have a PR Network: NREN managers were often requesting their support and how they do certain communication activities. Their advice was consistently to hire someone with communication skills that can do this in a dedicated way, in simple not technic language. Many of them collaborate and learn from each other since many don't have formal PR experience. 6 VC per year (planned only 3), its been very successful so far even though they've only one had one face to face meeting. LA CPR Compendium is a copy of ours adapted to LA reality. The biggest benefit is to raise visibility among managers. PR felt that work was more valued and less transparent.

Questions from CPR participants

- Access to RedCLARA portal for some of CPR? Yes, request from them, the language is Spanish but it is possible for some people to see how it is set up.
- How was it created? Portal is created in Joomla. <http://www.joomla.org/>. Needed customization but does a lot of what is needed. AMRES also using it, but having a hard time since it is not intuitive or logical. Not the same in LA, since the developers applied the requirements for her. Natasa (AMRES) was administering 3 websites via Joomla, found it a nightmare to start.
- When is eduroam expected in LA? Before the end of ALICE 2 project ends, ie Aug 2012. They are working on it. Recently, AMRES translated their materials and provided to Brazil.

TF-CPR mandate review discussion: Terms of Reference and elections

Goran Škvarč (CARNet)

Changes to wording of text

- Mention 'other regions' in opening paragraph
- In section aim, remove limitation to PR people only to make the task force more open
- Remove history in section mandate
- Remove sentence about 'additional meetings will be held...' in third paragraph of section mandate
- Add sentence about where possible, hold meeting back-to-back with other events like TNC and GEANT PR, in section mandate
- Change wording to 'TF-CPR will collaborate with other groups' [groups instead of task forces] to show the broader nature of the future. Name technical task forces, and other European organisations.

There was also a discussion about changing the description of the role of the secretary. Participants felt that it should reflect more than just administrative tasks like taking minutes and meeting logistics because in reality, the secretary does much more, including contributing to agenda item, giving presentations, and supporting several deliverables. Since the descriptions are standard words for all TERENA secretaries, Carrie (TERENA) said she's need to discuss this internally and was not sure what the most effective way would be. If this could not be solved within the secretariat, the group agreed to write a letter to the TEC with this request. The group agreed that this change should not hold up the renewal of the terms in Sept.

Changes to list of deliverables

1. Item B – PeaR: update actions to say that continue to improve the amount of content from various contributors.
2. Item C - TF-CPR Compendium: update description to say that there are two versions – one annual that provides a comprehensive overview of both the resources dedicated and the scope of activities and bi-annual mini version which focuses on PR activities only (since resources don't change annually). Elke Dierckens (Belnet) will replace Lonneke Walk as coordinator of this deliverable.

3. Item D – change name to TF-CPR repository. Remove reference to eduroam in actions, since this is complete.
4. Suggestion to add a new deliverable about social media, in which NREN guidelines will be created and distributed within community. Coordinator Domen (ARNES), Deputy: Goran. Tomi is Domen's manager, and will get back to Carrie (TERENA) soon about whether Tomi will have time to formally take this on.

Another issue raised by participants is the lack of executive ownership of the TF-CPR group within the TERENA association. It was not known to participants who or how someone from the GA or TEC has responsibility over the CPR, and this is leading to a situation where the group is not well integrated to the rest of the other task forces. Participants felt that TF-CPR had matured a lot since it first started, and it was time to look at it more strategically and to do this, it would need support at a higher level. Carrie (TERENA) said she'd need to discuss this internally and was not sure what the most effective way would be. If this could not be solved within the secretariat, the group agreed to write a letter to the TEC with this request. The group agreed that this change should not hold up the renewal of the terms in Sept.

TF-CPR Compendium review

Lonneke Walk (SURFnet)

Lonneke presented the TF-CPR Compendium, the first in the new format. 26 organisations responded compared to 28 last year. Network and Connectivity is the most chosen category for focus areas, followed by NREN general and Authentication and Mobility Service. According to results, NREN PR staff would like to collaborate on: Network and Connectivity services, NREN in general, and IPv6. The survey results also showed that the use of social media: increased over last year. 8 not at all (8/26) compared to 65% last year. The most successful promotional activities/campaigns were mostly events. New website was mentioned the most frequency as a new initiative.

Lonneke will email the compiled results to the TF-CPR list, and the group will have two weeks to provide comments. Beginning of June it will be posted on TERENA website.

IT was asked what the plans were for combining compendiums. Carrie answered that the two compendiums will likely be printed together in one book, however the surveys will stay separate. This still needed confirmation from the Compendium board.

Requirements for social media trainer

Carrie Solomon (TERENA)

- Crisis management via social media (for example, if a service breaks down and news it out before you know, how to define negative criticism online – how to respond)

- Best cases in social media, needs to be specific for our community
- Monitor social media and how and when to react
- How to follow the social media – which applications, and process for this (overseeing its use and how its use)

Social media in the NREN Community (by VC)

Domen Bozeglav (ARNES)

Domen introduced Wiki that he created and has been updating on the TERENA Confluence wiki and explained the current and future activities. He suggested that the next step could be to develop a general social media policy (what can we communicate in social media) and strategy (to who and what). He questioned why nobody has contributed to this effort significantly, Goran (CARnet) offered to make a first start of the social media policy by 14 august.

Lonneke (SURFnet) explained that the JISC and JANET policy was used to create SURFnet's policy. She will post it to the wiki. She explained that they took a simple logic based approach based on normal behavior as a responsible employee. The question was asked if an organization needs a policy for this? You can't force employees to behave in a certain way. Tomi (ARNES) replied that this discussion, however obvious, needs to be had since people still wonder what the boundaries are. So people need direction. "Guidelines" is a better word, not policy. CARnet has experienced that this is difficult to police and implement their behavior, PR can't play that role.

The group agreed that the objective of the next step is to create a single document on NREN guidelines. Integrate it into CPR deliverables, and possibly take to management to consider incorporating into terms of employment. It was agreed to take a 'wait and see' approach, since it is difficult to judge what we can do with it now but we should aspire to using it to communicate to other NREN staff the value and use of social media. This will also be useful to NRENs that haven't started with social media use.

ARNES FB site launched at annual conference. Photos seem to attract attention. Still a lot to learn. Carrie (TERENA) asked participants how they'd feel about each of us posting on each other's FB site? Majority was ok with this.

The group thanked for Domen for initiating this work on social media.