



CLARIN-*NL* HELPDESK

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Wat is de CLARIN Helpdesk?



- Het is een punt waar CLARIN-*NL* subprojecten vragen kunnen stellen mbt. de door CLARIN-*NL* vereiste en voorgestane technische eisen en aanbevelingen.
 - Metadata
 - AAI
 - PIDs
 - Webservices
 - Resourceformaten
- De CLARIN-*NL* helpdesk verzamelt vragen
 - Speelt deze door aan relevante infrastructuur specialisten
 - Verwerkt de antwoorden in de helpdeskinformatiesystemen voor toekomstig gebruik

Wat is het niet?



- Geen informatie over
 - de administratie van de projecten
 - financiële afhandeling
 - de projectaanvragen of procedure zelf
- Geen vragen over de CLARIN services zelf
 - Maar zou wel informatiepunt kunnen zijn welke contactpersonen daarvoor in aanmerking komen
 - Eventueel wel signalering van “onbetrouwbare” services en moeilijk bereikbare contactpersonen.
Maw. klachten registratie

Waarom een centrale helpdesk?



- Oorspronkelijk was voorzien dat ieder CLARIN-*NL* subproject infrastructuurspecialisten zou krijgen toegewezen:
 - Geschatte belasting was 1 week per project per onderwerp
- De benaderde infrastructuurspecialisten en hun organisaties vonden dit veelal te zwaar
- Daarom een centrale vraagbaak die zal fungeren als een buffer tussen de projecten en de infrastructuurspecialisten
- Vragen en antwoorden kunnen verwerkt worden in FAQs en een Wiki
- De helpdesk zelf zal steeds vaker in staat zijn zelfstandig antwoord te geven zonder de ISSen te raadplegen

Hoe worden vragen verwerkt?



- Er komt een vraag binnen per e-mail
- Helpdesk verwerkt deze als “ticket” in een ticketsysteem
- Dit ticket kan worden toegewezen aan een infrastructuurspecialist
- Het antwoord wordt in het ticket verwerkt en teruggekoppeld
- De informatie wordt verwerkt in een Wiki en Frequently Asked Questions (FAQ)-lijst
- Deze informatiebronnen zijn terug te vinden op het helpdeskportaal

Helpdesk Informatiebronnen



- Informatiebronnen op de helpdeskportaal :
 - Trac: ticketingsysteem waarmee de experts en helpdesk informatie uitwisselen over de vraag.
 - Wiki: informatie per expertisedomein (metadata, AAI,...)
 - FAQ: veelgestelde vragen per expertisedomein
 - Links naar relevante documentatie, zowel CLARIN docs als daarbuiten.

Helpdesk Informatiebronnen



■ Trac

- Vragen worden als tickets verwerkt en opgeslagen
- Informatie over tickets wordt beschikbaar
- Verdeling in verschillende expertisegebieden is mogelijk
- Experts kunnen hun antwoorden loggen in het specifieke ticket



Common Language Resources and Technology Infrastructure



[Home](#) [View Tickets](#) [New Ticket](#) [Recent Changes](#) [Admin](#)

Create New Ticket

Please make sure to search for existing tickets before reporting a new one!

Properties

Summary:

Reporter:

Description:  You may use [WikiFormatting](#) here.

Type: Priority:

Component: Version:

Keywords:

Owner:

Cc:

Reporter

Your email or username:

E-mail address and user name can be saved in the [Preferences](#).

I have files to attach to this ticket

Note: See [TracTickets](#) for help on using tickets.

Helpdesk Informatie bronnen



- Trac als Wiki

The screenshot shows the top portion of a web browser displaying the CLARIN-NL Wiki. The header features the CLARIN-NL logo and the text 'Common Language Resources and Technology Infrastructure'. A navigation menu includes 'Home', 'View Tickets', 'New Ticket', 'Recent Changes', and 'Admin'. A search bar is located on the right. The main content area displays a welcome message: 'Welcome to the Clarin-NL Wiki'. Below this, it states 'This page is under construction. For questions, please send an email to the Clarin-NL helpdesk' and 'To visit our FAQ, follow this link'. The page is marked as 'Last modified 18 seconds ago'.

CLARIN-NL
Common Language Resources and Technology Infrastructure

Home View Tickets New Ticket Recent Changes Admin

Search

Login

wiki: [Home](#)

Welcome to the Clarin-NL Wiki

This page is under construction. For questions, please send an email to the Clarin-NL helpdesk


To visit our FAQ, follow this [link](#)

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Helpdesk Informatiebronnen



Trac als FAQ



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Last modified 3 seconds ago

Welcome to the Clarin-NL FAQ

This page is also under construction

[Home](#)

Topic	Question	Answer
Persistent Identifiers	What is a persistent identifier and what should I do for it?	A persistent identifier (PID) is a stable (persistent) and unique reference (identifier) to identify a resource, in the case of CLARIN a digital language resource. A well-known example of PIDs outside of CLARIN is formed by ISBN numbers, which are persistent identifiers for books. PIDs for resources are surely needed for tools, applications and services running on the CLARIN infrastructure to provide unique identifiers for resources but they can be useful for humans as well.
Persistent Identifiers	Can the title of a resource not serve as its PID?	No, a title probably is persistent, but it is not so unique and has other disadvantages. There are cases where two different resources happen to have the same title. But more importantly, titles tend to be long and redundant for humans ("Corpus Gesproken Nederlands"), so that humans start using abbreviated forms ("CGN"), and they are language-dependent, so often translations are also used ("Spoken Dutch Corpus")
Persistent Identifiers	Can the URL of a resource not serve as its PID?	No, URLs avoid some of the disadvantages of titles, but they tend to be not so persistent (web sites often change and the related URLs change as well or disappear completely). Humans can cope with missing references, computers cannot.
Persistent Identifiers	Where do I get a PID for my resource?	CLARIN-NL will later this year but ultimately at the start of your project point out a URL and a programming interface where you can get a PID for your resource via a Persistent Identifier Service
Persistent Identifiers	What do I have to do to obtain a PID for my resource?	Make a request using the Persistence Identifier Service provided by CLARIN-NL later this year. In this request you will be asked to provide some minimal information about your resource such as a small subset of the metadata which you have to provide anyway in the context of your project. The exact nature of this minimal set of resource metadata will be made known ultimately at the start of your project
Persistent Identifiers	How much effort must I plan in my project for obtaining a PID for my resource?	It depends a little bit on the nature of your resource, but in general the effort involved will be minimal, typically 1 person day per resource. In general there should be a proper repository system with a software component that requests PIDs automatically when new resources are uploaded.
Persistent Identifiers	If I have a PID, what can I do with it?	You can use it in programs to uniquely refer to your resource, and the organization that provides a Persistent Identifier Service will make available functionality so that you can click on it in a web browser or another context and it will lead you directly to the resource metadata. However, in most cases, you will identify the resource's metadata in other ways (by searching, querying or browsing in metadata overviews), and the CLARIN infrastructure will use the PID (behind the screens) to get from the resource's metadata to the resource itself.
Persistent Identifiers	Where can I obtain more introductory information on PIDs?	Here
Persistent Identifiers	Where can I obtain more (technical) information on PIDs?	Here (but you really need not know this if you are project leader or participant). For technical questions, you might also e-mail the clarin-nl helpdesk.