



# User requirements

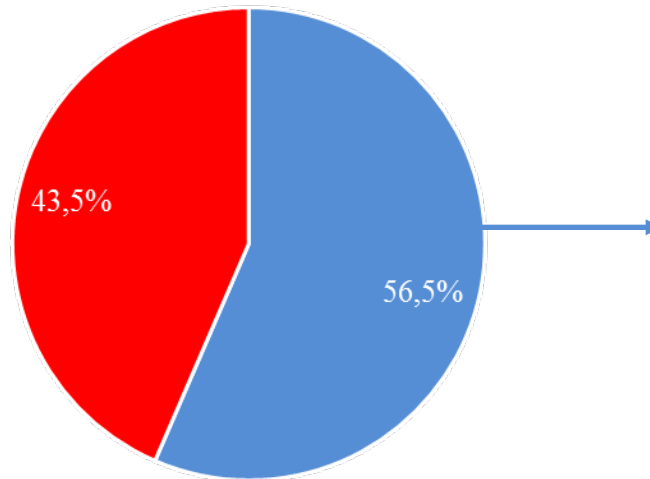
SACE/SAUG meeting  
Rome, Italy  
28 – 29th of September

Ivars Getins



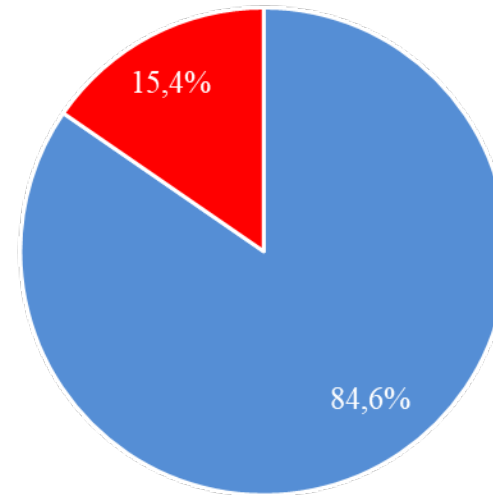
# Usage of GitHub

Have you submitted an issue?



■ Yes ■ No

Was it simple?



■ Yes ■ No

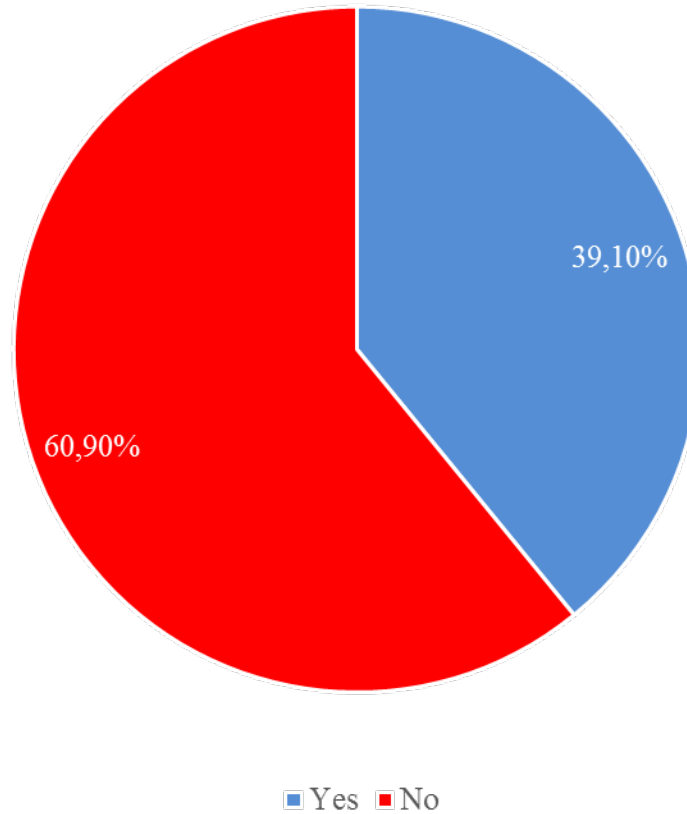


## Why not?

- Hard to get around GitHub (in the beginning)
- Where to submit the issue/suggestion?



# Unsubmitted issues/suggestions



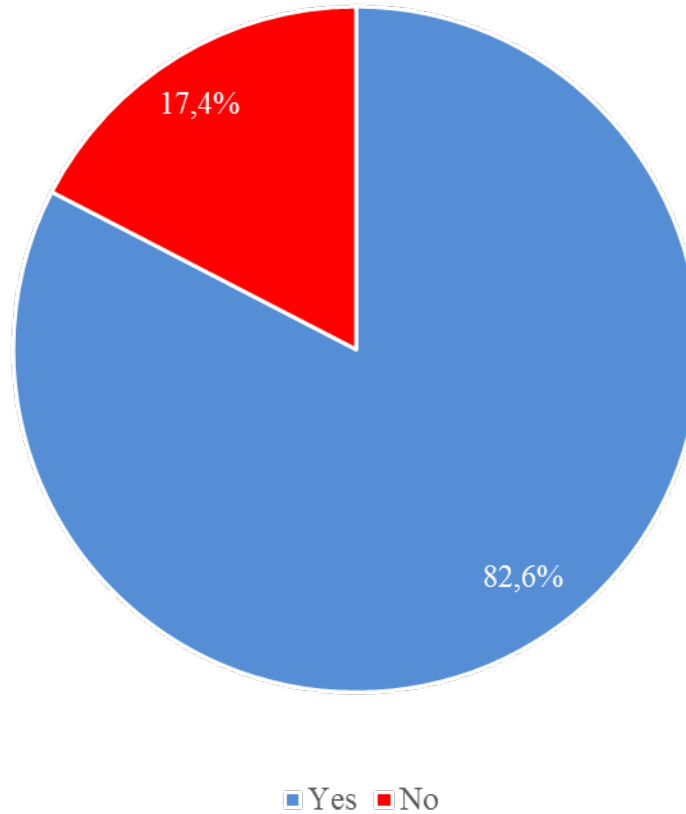


## Main reasons for leaving issues/suggestions unsubmitted

- Forgot
- No time
- Confidentiality issues
- Mentioned elsewhere (Helpdesk via Cros-portal, personal contacts, meetings)
- Unsure if they would be taken into consideration



# Satisfaction with GitHub





# Problems with GitHub

- Complicated for beginners (difficult to navigate and understand how to submit an issue)
- Hard to oversee submitted issues/suggestions



## Alternative for GitHub

- Helpdesk via Cros-Portal
- Specific e-mail





# Suggestions

- Tutorial about GitHub and helpdesk. (when and how to use it)
- Faster response in GitHub
- JDemetra+ e-mail
- Submit issues to helpdesk.
- Expand user base (especially to students)



**Thank you!**

