



Community Platform

Handing over to Operations

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DMTN-155: Interim Model for Community Support

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Latest Revision: [2020-09-16](#)

- Data Management is not scoped to provide community support in construction.
- Nevertheless, DM staff have been doing an excellent job of providing ad-hoc support to the community. As we move into pre-operations and demand for support grows, a scalable and sustainable model for continued support is required.
- Operations addresses this need with the Community Engagement Team (CET) led by Melissa Graham, which is tasked to support the entire Rubin scientific community.
- The CET is ramping up now in pre-operations and are building “A model for community engagement and user support for science with the Rubin Observatory”, [RTN-006](#), which includes the Discourse platform adopted for [community.lsst.org](#).

- The CET is ready to take the lead on forum design and evolution into operations.
 - following established protocol of proposing changes in the Meta category for open discussion
 - nearly done epic [PREOPS-189](#) “Deliver an evolved Community Forum” for DP0
 - but future evolution in the design and functionality will continue to be assessed
- The CET is not scoped for technical maintenance or upgrades.
 - will this be Data Production?
- DM/DP participation in “Support” channel is awesome and essential.
 - if there are ways the CET can better support DM/DP’s participation, let’s hear it
 - Project/DM-specific categories, groups, etc. to continue; welcome to propose design upgrades to CET
- Administrators: accounts have the power to edit all forum functionality
 - currently Jonathan, Frossie, and Melissa
- Moderators: can deal with flagged posts, move posts, silence users, and more
 - limited to Rubin Observatory staff; currently all CET members and some DM/DP staff