

SUPPORT AND SERVICES

- Roadside assistance via a coordinated operations center to resolve network performance problems with end-to-end data transfers
- Application deep dives to help understand workflows for diverse research teams in order to evaluate bottlenecks and capacity issues
- Network analysis enabled by the NetSage monitoring suite to proactively discover and resolve performance issues
- Provision of managed data services via support from Indiana University's Global Research Network Operations Center (GlobalINOC) and EPOC regional network partners
- Coordinated training to ensure effective use of network tools and science support



EPOC

Engagement and Performance
Operations Center

EMPOWERING COLLABORATIONS THROUGH INTEGRATED ADVOCACY

The Engagement and Performance Operations Center (EPOC) is a collaborative focal point for operational expertise and analysis, jointly led by Indiana University and the Energy Sciences Network (ESnet).

EPOC provides researchers with a holistic set of tools and services needed to debug performance issues and enable reliable and robust data transfers. By considering the full end-to-end data movement pipeline, EPOC is uniquely able to support collaborative science, allowing researchers to make the most effective use of shared data, computing, and storage resources to accelerate the discovery process.



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A COMMUNITY FOR COMMUNITY SUPPORT

EPOC delivers user support and engineering solutions, and aims to become a central community hub ready to provide personal expertise and assistance on an ongoing basis. Through targeted partnerships, EPOC has the potential to benefit nearly all of U.S. science, research, and education on a far broader scale than any one organization could accomplish alone.

INFRASTRUCTURE PARTNERS

- Campus Research Computing Consortium (CaRCC), facilitating campus access to cyberinfrastructure
- Cyber Center of Excellence (CCOE), supporting cybersecurity for National Science Foundation (NSF)-funded projects
- Internet2, solving common technology challenges for educational, research, and community members
- The Quilt, a central organization for networks to share best practices in supporting science
- Science Gateways Community Institute (SGCI), providing support for scientists who build and use data portals
- Extreme Science and Engineering Discovery Environment (XSEDE), supporting a single virtual system and expertise through the Campus Champions program

REGIONAL NETWORK PARTNERS

- Indiana's state network (I-Light)
- Ohio Academic Resources Network (OARnet)
- Keystone Initiative for Network Based Education and Research (KINBER)
- Great Plains Network (GPN)
- Lonestar Education and Research Network (LEARN)
- Front Range GigaPop (FRGP)

SCIENCE COMMUNITY PARTNERS

- Earth Science Information Partners (ESIP), providing a forum for the Earth science data and technology community
- International Climate Network Working Group (ICNWXG), supporting thousands of scientists through using globally distributed climate data repository sites
- IU's Grand Challenge Precision Health Initiative, working with a broad set of precision health applications
- University of Hawaii's system astronomy community, supporting hundreds of researchers and experiments every year
- Midwest Big Data Hub (MBDH), supporting the use of data for a variety of applications and end users across 12 states
- Open Storage Network (OSN), supporting dozens of applications across a broad set of application domains

EPOC is transformational to science and education by providing not only a depth of understanding to achieve better data transfers, but also the human expertise needed to make the most of research collaborations.

