

# WP3 – KB casi scientifici

# Cosa vogliamo fare

- **Raccolta e sistematizzazione** delle esperienze esistenti nell'INFN, mediante un apporto dei singoli ricercatori ad attività di training e di realizzazione di ***knowledge base*** documentate e corredate da esempi completamente funzionanti.
  - Technology tracking activity per capire quale tool utilizzare
    - Confluence + JIRA, in valutazione ServiceDesk

# Cosa abbiamo in questo momento

- Confluence

- <https://confluence.infn.it/display/MLINFN/ML-INFN+Knowledge+Base>

- JIRA

- <https://issues.infn.it/jira/projects/MLINFN/summary>

# Confluence

The screenshot shows a web browser displaying the Confluence interface. The address bar shows the URL `https://confluence.infn.it/display/MLINFN/ML-INFN+Knowledge+Base`. The page title is "ML-INFN Knowledge Base". The left sidebar contains navigation links for "Pages", "Blog", "SPACE SHORTCUTS", and "PAGE TREE". The main content area includes a "Welcome!" message, a list of five items describing the ML-INFN Confluence Space, a search bar, and three sections: "Frequently asked questions", "Need more help?", and "Other resources".

INFN Confluence Spaces People Create ... Search

INFN ML-INFN

Pages

Blog

SPACE SHORTCUTS

Here you can add shortcut links to the most important content for your team or project.  
[Configure sidebar.](#)

PAGE TREE

- › Entry Point ML-INFN
- Test Tommaso

Pages

## ML-INFN Knowledge Base

Created by Doina Cristina Duma, last modified just a moment ago

[Edit](#) [Save for later](#) [Watching](#) [Share](#)

✓ **Welcome!**  
This is the home page of the ML INFN project "**approccio end-to-end all'utilizzo del Machine Learning per le linee di ricerca INFN**".  
You can use this knowledge base to capture best practices and address common problems.

The ML-INFN Confluence Space is organised as follows:

1. Page with known training opportunities (linked to ML-INFN or not) → [LINK](#)
2. The Knowledge Base, with fully explained and working use cases of Machine Learning → [LINK](#)
3. An introduction to the available resources, how to request access and how to obtain them → [LINK](#)
4. A link to the ML-INFN top category in the INFN Issues System, based on Jira → [LINK](#)
5. The ML-INFN project, internal pages → [LINK](#)

If you want to contact the ML-INFN, you can use:

- Contact the Principal Investigator, [Tommaso Boccali](#)
- Contact all the ML-INFN researchers (please note, this is potentially tens of persons) → [ml-infn-csn5@lists.infn.it](mailto:ml-infn-csn5@lists.infn.it)

Search for a solution

### Frequently asked questions

- Add links to popular how-to and troubleshooting articles.
- Highlight important documentation.

### Need more help?

- Link to resources such as your service desk, questions & answers or a forum.
- List contacts for getting additional

### Other resources

- Include links to relevant external sites and services.
- Add other helpful information.

# Confluence – how to template

The screenshot shows the Confluence interface with a 'Create' modal open. The background page is titled 'B tagging at CMS' under the 'Machine Learning Knowledge Base' space. The modal has a 'Create' header with a 'Filter' input and a 'Help' link. Below this, the 'Select space' dropdown is set to 'ML-INFN', and the 'Parent' is 'B tagging at CMS'. Two template options are visible: 'How-to article' (lightbulb icon) and 'Troubleshooting article' (wrench icon). The modal footer includes a link to 'Add or customise templates for the selected space', a 'Next' button, and a 'Close' button.

INFN Confluence Spaces People Create ... Search

Pages / ... / Machine Learning Knowledge Base 1 Jira link

**B tagging at CMS**  
Created by Tommaso Boccali, last modified on Apr 15, 2020

**Create** Filter Help

Select space ML-INFN Parent: B tagging at CMS

**How-to article**  
Provide step-by-step guidance for completing a task.

**Troubleshooting article**  
Provide solutions for commonly encountered problems.

Show more

Add or customise templates for the selected space Next Close

# Confluence – how-to template

The screenshot shows a Confluence page in edit mode. The header includes the INFN logo, navigation links for 'INFN Confluence', 'Spaces', and 'People', a 'Create' button, and a search bar. The main content area is titled 'ML-INFN / Pages / ... / B tagging at CMS' and is in 'DRAFT' status. The page content includes a 'test' heading, a descriptive paragraph, a 'Step-by-step guide' section with a list of steps, an 'Info' panel with additional instructions, a 'Related articles' section with a macro, and a 'Page properties' panel. At the bottom, there is a 'Related issues' panel and a 'Publish' button.

INFN INFN Confluence Spaces People Create

Search

Paragraph B I U A

ML-INFN / Pages / ... / B tagging at CMS DRAFT

## test

Describe when someone would need this information. For example "when connecting to wi-fi for the first time".

### Step-by-step guide

Add the steps involved:

1. Insert your steps.
2. You can also copy and paste or drag and drop images into your instructions.

Info

You may also want to use visual panels to communicate related information, tips or things users need to be aware of.

### Related articles

Related articles appear here based on the labels you select. Click to edit the macro and add or change labels.

Content by Label | cql = label = "kb-how-to-ar...

Page properties | hidden = true


Related issues


Changes saved Publish


# JIRA


Browser address bar: <https://issues.infn.it/jira/projects/MLINFN?selectedItem=com.atlassian.jira.>


Jira Software | Dashboards ▾ | Projects ▾ | Issues ▾ | Boards ▾ | [Create](#) |


**ML-INFN**


 MLINFN board ▾

 Kanban board

 Releases

 Reports

 Issues

 **Components**

PROJECT SHORTCUTS


Add a link to useful information for your whole team to see.

+ Add link


## Components

[Manage components](#)

QUICK FILTERS: [Active](#) [Archived](#)

Component	Status	Issues	Lead	Description	Default assignee	Actions
<a href="#">Access ML INFN resources</a>	ACTIVE	0 Issues		Introduction to the available resources, how to request access and how to obtain them	Unassigned	...
<a href="#">Knowledge Base</a>	ACTIVE	0 Issues		Fully explained and working use cases of Machine Learning	Unassigned	...
<a href="#">Known Training Opportunities</a>	ACTIVE	0 Issues	 <a href="#">Tommaso Boccali</a>		Unassigned	...
<a href="#">ML_INFN internal pages</a>	ACTIVE	0 Issues			Unassigned	...

Atlassian Jira Project Management Software (v8.7.1#807001-sha1:03e3702) · [About Jira](#) · [Report a problem](#)

 **ATLASSIAN**

# Prossimi passi

- ServiceDesk (?)
  - <https://servicedesk.cloud.infn.it>
- Teams (?)
  - Equivalente del [Discourse](#) (ex: [discourse@cern](mailto:discourse@cern))
  - Ex:  
<https://teams.microsoft.com/l/team/19%3a2ab02412ae824ae0b8dcad2733879feb%40thread.tacv2/conversations?groupId=eb03c401-465e-40eb-a7bd-b16bda01eba2&tenantId=2e10e44d-c7b9-43e3-b020-1292482e504a>



# ServiceDesk

## – example

- Possibilità di fare search “guidato” della KB

The screenshot displays a web browser window with the URL <https://servicedesk.infn.it/servicedesk/customer/portal/50/create>. The page is titled "INFN CCR Help Center / INFN Cloud" and "Technical support". It shows a request being raised on behalf of "Doina Cristina Duma". The search term "test" is entered in the "Summary" field. Below the search bar, a list of "Articles that might help" is displayed, including "Task 5.1 Evoluzione e test dei servizi 'core'", "Beta Testing", and "Task 5.2 Evoluzione e test dei servizi di alto livello". The results are paginated, showing "Showing results 1 - 3 of 20".

INFN CCR Help Center / INFN Cloud

### Technical support

Raise this request on behalf of

Doina Cristina Duma

Summary

test

Articles that might help

- Task 5.1 Evoluzione e test dei servizi "core"**  
: python python script che aggiorna la staytus page a seconda dell'esito di **test** semplici sugli endpoint dei servizi della PaaS Orchestrator Dashboard
- Beta Testing**  
avanzate, p.e. selezionare il sito su cui andare a fare il deployment. Schermata 2020-03-09 alle 00.54.32.png In questa fase di **beta-testing**, è utile abilitare
- Task 5.2 Evoluzione e test dei servizi di alto livello**

Showing results 1 - 3 of 20 < 1 2 3 4 ... 7 >

Description