**NASA Applied Earth Science - Solutions Networks Workshop**
*Breakout #2: Identification of End Users and Their Needs*

**Solution Network - End user engagement**:
- What is an solution network end-user?
    - Many classes: decision makers, policy makers, researchers, research programs, other networks, public & private
    - Many levels: local, state, regional, national, international
    - Most decisions are local.
    - NPA's should submit definitions of its end-user communities.

- What do SNs need from end users?
    - What do they do?
    - What is important to them?
    - Need to build trust
    - End user point of contact
    - Feedback mechanism

- What do end-users need from SNs?
    - Need SN to understand what they are trying to do
    - What NASA inputs can help them?
    - Feedback mechanism

- **How should NASA-SN approach end users? How do we engage end users?**
  - Don't ask the user for the requirements– ask what they do. (requires a dialogue)
  - Target early adopters, to blaze new pathways.
  - Hands-on training
  - Look for and advertise early adopters.
  - Low-tech human interaction works.
  - Functional web sites can work
  - "High tech – high touch"
  - Need to develop a "knowledge broker"
  - Connect to communities of practice and trade associations (Pre-established networks)

**Establishing Solution Network collaborations**:

- What SN collaborations are needed?
- How are collaborations established? Formal/Informal
- How do we establish collaborations with partner agencies?
- Approach?
  - Must be intentional, planned, and encouraged.
  - People-oriented connections are central to enabling collaboration.

- SN Council Recommendations
  - Include non-NASA stakeholder representatives in SN council
  - Engage in an analogy to industry focus groups.
  - Put in place incentives and mechanisms for Solution Network collaboration and convergence.
  - NS groups are in desperate need of working group discussion & activities.
  - Engage in "Nominal group process" to help generate SN ideas and proprieties

**What collaborations are possible and how can they be established?**
•NASA centers (Stennis, GSFC, MSFC, LaRC, etc.), databases, portals, research results
•MRC/MSU (solutions-network technology)
•Olympic Peninsula SN (sharing information and procedures, user networking)

•**What organizational structure will be set up for collaboration (SN Council?)?**
•Formal and informal
•Importance of networking
•Sometimes you need to ask permission to work with another team
•Sometimes you need to ask forgiveness

- How do we determine what end-users can really use?
- What can we do to improve end user relationships?
- How do we approach future end user relationships? (under decadal-survey mission recommendations)