

What we do for NetFPGA

- Guide
 - Good starting point
 - Too dense, needs to be designed as a spiral
- Tutorials
 - Give people a taste of what they can do
- Conferences
 - A forcing function
- Forums
 - Encourage a community (has not happened yet)
 - Answer questions so everyone else can see (but searching is difficult)

GENI users need to learn

- how to design a good experiment
- how to use the control framework
- what is available/options
- how each type of resource works

Teach users through

- An extensive layered guide
 - Guidelines for documentation
 - Written by control framework developers and resource developers
 - Need “benevolent dictator” to ensure quality
- Control Framework and Resource tutorials
 - Hands-on
 - Run by developers

Support users through mailing lists

- Strong culture of
 - “read the guide first”
 - “search before you ask”
 - “helping each other”
- Answered by paid employees
- Redirect misplaced or irrelevant questions