

HOW TO INTERACT WITH BIOINFORMA

BAC facilities and services can be accessed by different options:

- [Ticketing](https://ticketing.bioinfo.szn.it/) at <https://ticketing.bioinfo.szn.it/>
- [Involvement of BAC in projects/activities for a collaborative effort](#)
- ["Special project" agreements](#)

TICKETING

The SZN scientific community users can open a ticket at <https://ticketing.bioinfo.szn.it/> using the same set of credentials provided for amministrazione.szn.it (e.g. user@szn.it).

External users should contact bac@szn.it AND the responsible (chiusano@unina.it) to use the service.


You will be redirected to a new page where you need to specify your name and an appropriate title for your request in the "Author" and "Subject" fields, respectively. The Author field should be filled with your personal data.

RIMAR-BAC Bioinformatics, Analytics, Computing and data management

Home



Welcome on the ticketing platform for the RIMAR-BAC Bioinformatics, Analytics, Computing and data management facilities @SZN Anton Dohrn.

You can open a support ticket browsing to [this URL](#) 

You can see the status of your tickets following [this link](#)

Your access credentials for this service are the same you use for <https://amministrazione.szn.it> intranet site and are generally provided to you by SIST technical service.

In case of problems with the credentials, you can contact SIST at assistenza-sist@szn.it

You will be redirected to a new page where you need to specify your name and an appropriate title for your request in the “**Author**” and “**Subject**” fields, respectively. The Author field should be already filled with your personal data. An example image is shown below:

Bioinformatics facility »

User requests

Overview Activity Issues **New issue** Spent time Gantt Calendar News Documents Wiki Files Settings

New issue

Author

Tracker *

Subject *

Description **B I U** **C** **H1 H2 H3** **pre** **code** **link** **image** **video**

Status *

Priority *

Assignee

Principal Investigator

Service type *

Files Nessun file selezionato (Maximum size: 20 MB)

Watchers

[Preview](#)

In the "Description" field you should describe your request. This will help us to properly assign your task to one of the BAC members. You will be then contacted by BAC personnel to assist your request.

You have to select the type of ticket by choosing one of the 4 categories within the drop down menu "Tracker", i.e.:

- **Service:** request service for a specific analysis, procedure or activities as the one reported in the Delibera n. 128 del 22/10/2020" of Stazione Zoologica Anton Dohrn and at <https://bioinfo.szn.it/what-we-offer/> (fees are established in the "Delibera". Please notice that novel services are being provided and costs are not yet included in the "Delibera", contact bac@szn.it in case). We wish to underline that for specific demanding/expensive tasks, agreements can be discussed with BAC in terms of service payment, support or collaboration. As an example: the setup of a high demanding bioinformatics project, or of a platform requiring time, design and support from BAC members for meetings, suggestions, and definition of content is intended as a time consuming effort that is a special purpose service or goes under scientific collaborative agreements. Therefore, agreements on the type of effort, costs, and level of involvement will be decided during a first meeting with the responsible of BAC. There requests must be redirected to the responsible of the service (chiusano@unina.it). You will be then contacted to fix details, activities and expected costs.

- **Support:** technical help like solving of bugs/errors related to activities on our facilities; software installation on our HPC; requests of training or educational activities. In principle, this ticket goes under BAC personnel time consuming costs (fee established in the "Delibera n. 128 del 22/10/2020") or a suitable fee should be established upon agreement for hosting and education. For teachings or training this includes the time necessary for preparing the topics requested. Requests for training or educational activities should be redirected to the responsible of the service (chiusano@unina.it). You will be then contacted to fix details and BAC members availability. Please notice that a dedicated long term support could need suitable agreements.
- **Access to resources:** access to HPC resources, or to those platforms implemented or managed by BAC that require a restricted access. In principle, this ticket goes under BAC personnel time consuming costs (fee established in the "Delibera n. 128 del 22/10/2020") plus costs of resource usage (HPC, storage, licences).
 - o Agreements can be reached with users that prefer to contribute to BAC resource maintenance with dedicated budget from their own projects.
- **Collaboration:** scientific or technical collaboration. If you need help to plan your analyses, or need help to process, interpret and discuss your results, or to write your paper, BAC is opened to support and define collaborations. Conditions and fees are established upon agreements. Requests for collaborations will be considered by the responsible of the service that will plan in agreement with you the most appropriate way to proceed in terms of activities and BAC persons involved. You will be therefore contacted to fix details.

Please note:

For all the specific activities requested, you will receive the estimated costs or the agreements to be signed by you (and the Principal Investigator) according to the SZN Delibera n. 128 del 22/10/2020 or its updates. Only upon acceptance (i.e. you sign your request, your group leader (PI) accepts the costs and/or the agreement, and the signed document is sent to bac@szn.it), BAC will start to serve redirecting the signed request to the Director of your Department (subject: BAC service). Preferably the whole procedure will be performed by digitalized forms.

INVOLVE BAC IN PROJECTS/ACTIVITIES

If it is necessary in your task, you can consider budget in your project/activity for the use of BAC services. Agreements can be fixed.

Generally, costs can be included in consumables, inventoried goods or overheads according to your preferences/needs. This permits to fix appropriate fees to support your project and include adjustment on fees established in the Delibera n. 128 of 22/10/2020 to help you appropriately.

It is necessary that you fix expected costs and plans with BAC before proposing your project/activity expecting involvement of BAC. We are sure we can provide help in a good planning at optimal costs. Specific requests should be directed to the Responsible of BAC (chiusano@unina.it) that will start the necessary iter.

SPECIAL PROJECT/ACTIVITY AGREEMENTS

You may need BAC in projects of special interest for SZN, and we suggest to exploit BAC for a good planning of the related activities. Agreements can be fixed.

This will permit to adjust EXPECTED fees upon agreements with the BAC unit, the Director of RIMAR and SZN management. Specific requests should be directed to the Responsible of BAC (chiusano@unina.it) that will start the necessary iter.

Please notice that this document informs about BAC activities and represents a proposal from BAC to be improved with the support and suggestions of the SZN management in all details.

HOW TO ACKNOWLEDGE

We would appreciate your acknowledgments to BAC when it is involved in someway, and we would like to be informed about this: please send an update to bac@szn.it.

How to acknowledge:

“We wish to thank the Bioinformatics, Analytics and scientific Computing (BAC) unit, RIMAR Department, Stazione Zoologica Anton Dohrn.”

In case of specific collaborations in papers, the name and the role of the participants will be agreed when starting the activities. Collaborations do not exclude the costs established by the Delibera n. 128 del 22/10/2020.

Last but not least: please remember that BAC and its staff is always glad to meet your needs with its long term experience.

THANKS FOR YOUR ATTENTION,

Maria Luisa Chiusano