On getting help with software questions and issues

To effectively build a modern software toolkit for EIC we depend on external software projects.

The authors of these projects are not part of ePIC and cannot help resolve ePIC-related issues.

A good relation with these external software "vendors" is important for optimal collaboration on software.

Think of contacting the external "vendors" as contacting the manufacturer of an oscilloscope to help fix your detector - we would never do that!

We (the collaboration) need to learn how to work together. The Software and Computing team will assess and escalate issues to external projects only when necessary.

Asking questions must be done through the official channels[1,2]

- Helpdesk (Mattermost)
- Issues on the EIC Github
- ePIC Software Cafe

Bottom-line: always address software questions and issues internally first.

[1] : GitHub issues on external projects and questions during meetings with external vendors are not official ePIC channels and must be avoided
[2] : Private emails and messages: we will create an anonymous public GitHub issue to track and document the question and answer