



Enabling Grids for E-scienceE

EGEE Support for New and Existing Users

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- **Introduction**
- **Operational Support**
- **Managerial Support**
- **Application Support**
- **Summary**

- **User support of all flavors is critical.**
- **Good support allows:**
 - Quick and efficient use of infrastructure
 - Effective and extensive use of the infrastructure
 - and... happy users!
- **Support structure:**
 - Organically evolved as EGEE changed from R&D to an infrastructure project.
 - Somewhat fragmented and disorganized.
 - Lacking named people responsible for providing it.
- **Project continually working to improve situation.**

- **Current documentation is fragmented, difficult to find, and often not up-to-date.**
- **Best places to start:**
 - NA4 website (<http://na4egee.lal.in2p3.fr/>)
 - Users' Guide
 - Service-specific manuals (<http://glite.org/>)
 - UIG "Use Cases"
- **Project is working to improve organization and accuracy of provided documentation.**

- **Operational support deals with day-to-day problems of using the EGEE infrastructure.**
- **GGUS (Global Grid User Support)**
 - Ticketing handling system with many specialized teams.
 - URL: <http://ggus.org/>
- **Speeding response time:**
 - Investigate as much as possible yourself.
 - Try to identify service or site causing problems.
 - Provide as much information as possible.
 - Complain...

- **Even though ticketing systems have many benefits, it is often more efficient to have one-on-one interaction with a knowledgeable person.**
- **Local site administrator:**
 - Usually very knowledgeable about grid.
 - Very motivated to ensure that local users are happy.
- **Regional Operations Centers (ROCs)**
 - Will receive tickets through GGUS, but
 - Often are willing to respond to direct emails, phone calls, etc.
- **NA4 partners:**
 - Many partners distributed throughout Europe.
 - Often willing to help other users in same region.

- **“Managerial” support is sometimes needed to navigate through the EGEE procedures or with tools/services necessary to access the grid.**
- **Operations Advisory Group (OAG)**
 - Problems with high-level EGEE policies or procedures.
 - Resource allocation to VOs.
- **Resource Allocation:**
 - EGEE federates resources from different groups.
 - Sites are willing to give access to excess resources.
 - Make good scientific case for calculation and resources.

- **VO Managers Group**
 - Help with registration of new VO.
 - Advice on setting up VO and managing users.
 - Forum for discussing common problems with other VOs.

- **Support in moving an existing application to the grid environment or designing a new one for the grid.**
- **Porting support provided by two teams:**
 - **GILDA**
 - § Uses GILDA infrastructure to demonstrate porting.
 - § Appropriate people with little/no distributed computing experience.
 - **SZTAKI**
 - § Emphasis on porting to production infrastructure.
 - § Wider range of porting scenarios.
 - § People comfortable with distributed computing.

- **EGEE supports some selected scientific disciplines and experts in those areas can help with software or applications frequently used in them.**
- **HEP: M. Lamanna**
- **Life Sciences: V. Breton, J. Montagnat, C. Blanchet**
- **Earth Sciences: M. Petitdidier**
- **Computational Chemistry: M. Sterzel**
- **Fusion: F. Castejon**
- **Astron. & Astro.: C. Vuerli**

- Often people need advanced functionality not provided by the grid. Can work with project and other users to make such functionality available.
- **TCG Working Groups:**
 - Medical Data Management
 - MPI
 - Short Deadline Jobs
 - Portals
 - Job Priorities
- **Task Forces:**
 - LHC experiment task forces
 - Biomed task force

- **Other users are often an excellent resource.**
 - Learn how they use the grid.
 - Work around problems.
 - Use third-party software with the grid.
 - ...

- **Meetings:**
 - EGEE Conferences
 - EGEE User Forums
 - Discipline meetings.

- **Documentation provides information for about the grid infrastructure and grid services.**
 - Start with NA4 website (<http://egeena4.lal.in2p3.fr>).
- **Project also provides:**
 - Operational Support
 - Managerial Support
 - Application Support
- **Support not one-way street:**
 - Help out other users.
 - Participate in working groups to make grid better.
 - Share your experience with others.