

NE ROC TPM proposal



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NE ROC Managers

- **NE ROC is a collaboration between the Benelux and Nordics countries**
- **ROD work is based on region. Nordic teams covers the Nordics and Baltic countries. Benelux teams covers the Benelux countries**
- **Nordic teams highly distributed over 4 sites**
- **Benelux teams distributed over 3 sites**
- **TMP duty is rotated equally between Nordics and Benelux and over all this ROC sites**

- **Shared equally between the Nordics and Benelux**
- **Concentrate task to two expert teams: one in the Nordics and one in Benelux**
 - To gain more experienced teams
 - Experience of gLite, ARC and Unicore
- **One person and one back-up available Monday – Friday 9.00 – 17.00**
- **Main role is first level support for users**
- **Assign non-directed user tickets to appropriate support unit**
- **Oversight of all user tickets (remind, correct, escalate)**
- **Document solution in TPM wiki**
- **Reports to SA1 management**