O-E-7 | TPM
(as part of TSA1.7)

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Enabling Grids for E-sciencE

- **TPM outsourced to 2 NGIs**
  - Italy
  - Germany

- **Targeted reaction time to tickets: 1 hour**

- **TPM works normal office hours**

- **Shifts jointly run by both NGIs to increase coverage**
  - Holiday periods
  - Public holidays

- **New TPM model being prototyped as of today**

- **Currently two week shifts altering between Germany and Italy**
  - 1 Feb: Germany
  - 15 Feb: Italy
  - …

- **Beginning with the start of EGI shifts will be performed jointly**

Enabling Grids for E-sciencE

- **Effort for TPM has be reduced to a total of 1 FTE**
  - Currently this should be sufficient to perform ticket assignment
  - Ticket load might increase with new NGIs starting operation
  - Active Ticket follow-up could be difficult given the funding
  - Proper reporting and escalation becomes more important

- **Escalation authority undefined**
  - First step: Support Unit
  - Second step: SU + TPM
  - Third step: SU+TPM+USAG

- **Reporting forum for quality of support?**
  - Successor of ROC managers meeting
  - Successor of EMT
  -

- **Application-level support through GGUS and TPM**
  - E.g. Ganga support by ATLAS through GGUS
  - how can TPM properly provide 1st level support
  - Issue raised with the TAPAS, CUE, ROSCOPE, SAFE projects