Contribution ID: **504** Type: **poster**

# Global Grid User Support for LCG

*Wednesday, 29 September 2004 10:00 (0 minutes)*

For very large projects like the LHC Computing Grid Project (LCG) involving 8,000 scientists from all around the world, it is an indispensable requirement to have a well organized user support. The Institute for Scientific Computing at the Forschungszentrum Karlsruhe started implementing a Global Grid User Support (GGUS) after official assignment of the Grid Deployment Board in March 2003. For this purpose a web portal and a helpdesk application have been developed. As a single entry point for all Grid related issues and problems GGUS follows the objectives of providing news, documentation and status information about Grid resources. The user will find forms to submit and track service requests. GGUS collaborates with different support teams in the Grid environment like the Grid Operations Center and the Experiment Specific Support. They can access the helpdesk system via web interface. GGUS stores all the incoming trouble tickets and outgoing solutions in a central database and plans to build up a knowledge base where all the information can be offered in a structured manner.
As a prototype GGUS started operation at the Forschungszentrum Karlsruhe in October 2003 and supported local user groups of the German Tier 1 Computing Center, called GridKa. 4 month later the GGUS system was opened for the LCG community.
The GGUS system will be explained and demonstrated. The present status of GGUS within the LCG environment will be discussed.

**Primary authors:** GREIN, G.; DRES, H.; ANTONI, T. (GGUS); THOENE, W.

**Presenter:** ANTONI, T. (GGUS)

**Session Classification:** Poster Session 2

**Track Classification:** Track 4 - Distributed Computing Services