

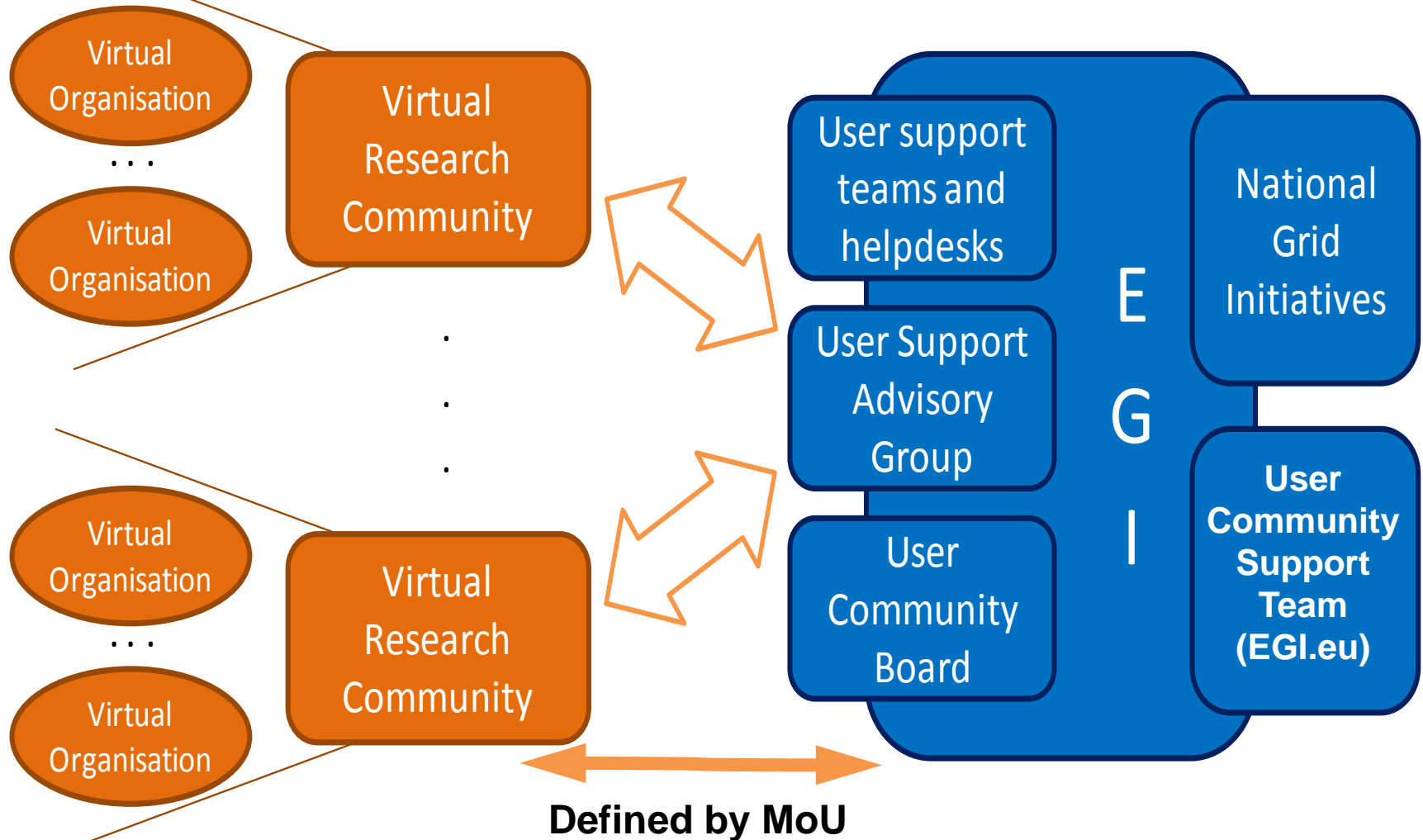
## EGI User Support



- Across an NGI Research Community
- Across an International Research Community
- Across different disciplines & skill levels
- From an Individual to a Community
- Services that enable the human network

Services that support building your  
Virtual Research Community

# An Evolving Relationship



# A Virtuous User Cycle

Aka: "the chicken and egg conundrum..."

Feedback through  
VRCs in the User  
Community Board

## Discover

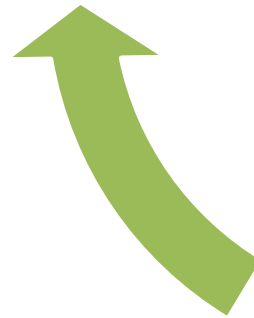


User Services  
Advisory Group to  
drive detailed design

## Design

Where is the community?

- VRCs
- Mailing lists
- Workshops
- Forums
- Blogs
- Projects
- Sharing stories
- Collaborating



## Deliver

Integrated Services

- Human
- Technical
- Infrastructure

How can I contribute?

- Applications
- Data collections
- Requirements
- Proposals
- Projects
- Success stories

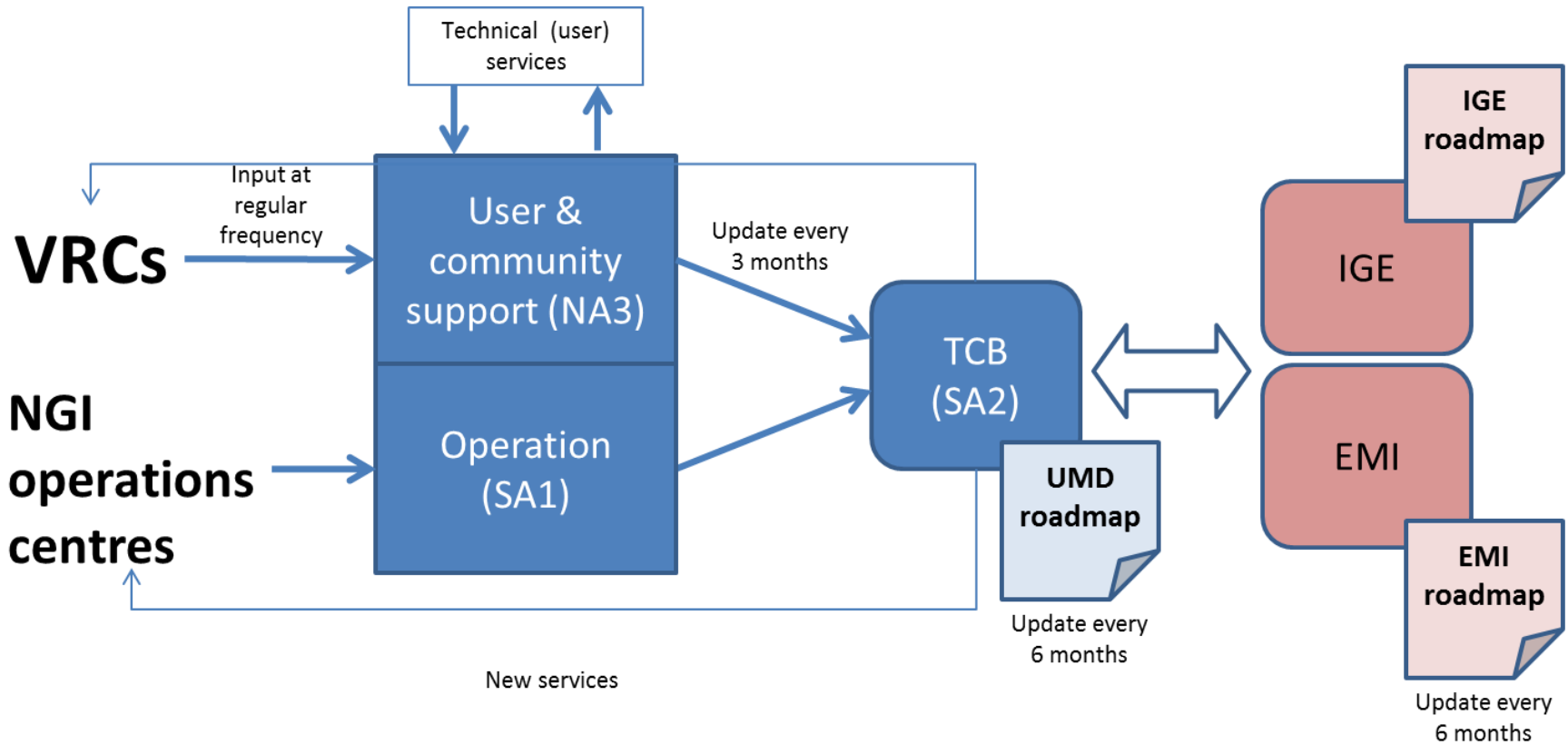


How do I use these resources?

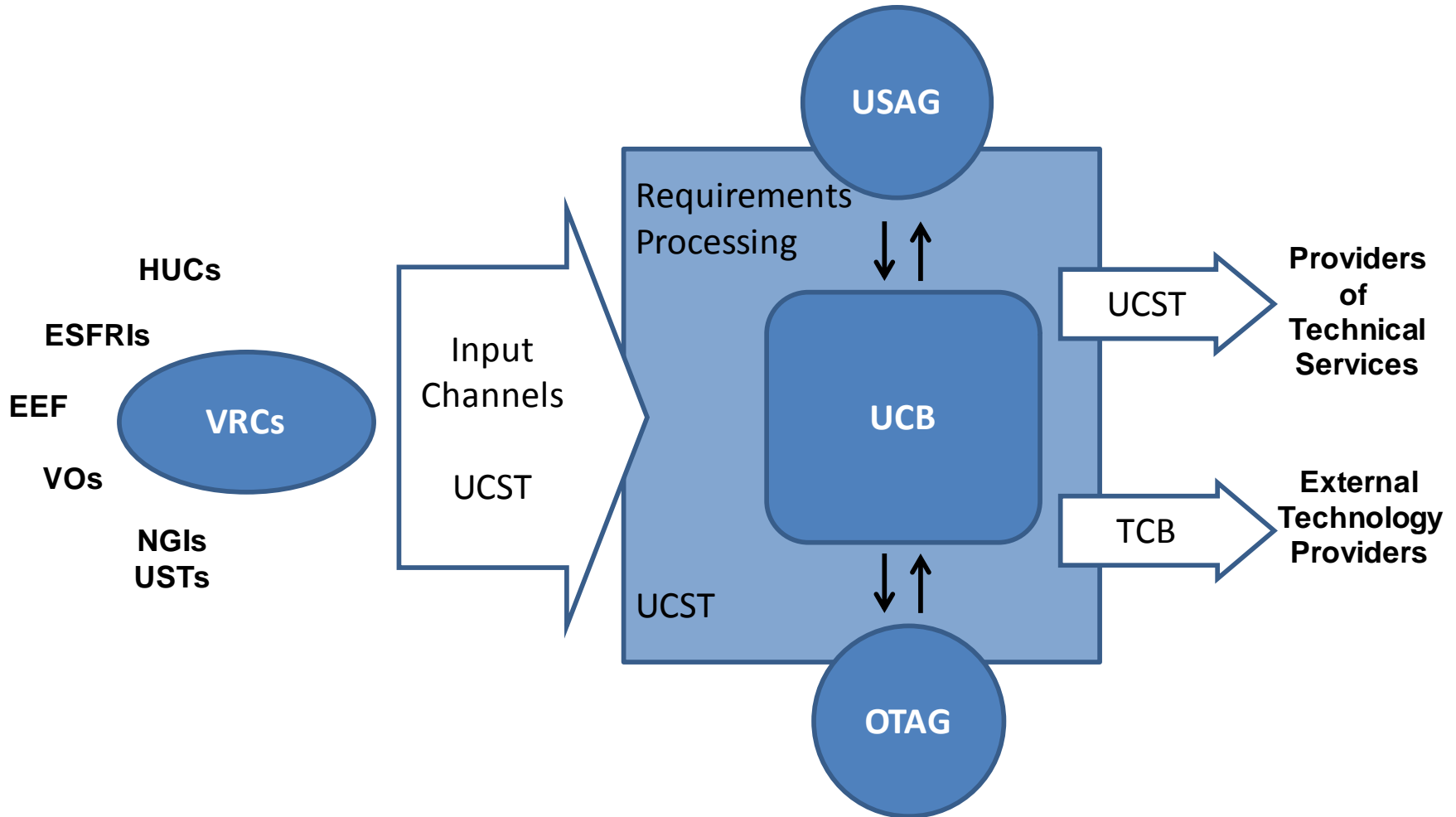
- Attend training courses
- Utilise training material
- Access data
- Run applications on the grid

- **Human Services**
  - UCST at EGI.eu
  - Support teams in NGIs
- **Technical Services**
  - Provided centrally through EGI.eu & partners
  - From the Heavy User Community
- **Infrastructure Services**
  - EGI Helpdesk (GGUS)
  - Operations

- Training Events
  - Calendar of training events available to all infrastructure providers and technologies.
- Training Repository
  - Central point for the training material from EGI community
- Applications Database
  - A catalogue of all applications that have been ported or are being ported within the infrastructure
- VO Services
  - To help build the collaborations within your community
    - VOMS
    - VO database & registration services
    - Basic portals
    - VO Dashboards



Feedback and recommendations gathering process



Collecting and processing requirements and recommendations from users



# Questions?

## EGI User Forum 2011

11-15 April

Vilnius, Lithuania



European Middleware Initiative

Hosts: NGI LitGrid, presented by  
Vilnius University and Baltic Amadeus  
infrastruktūros paslaugos (BAIP)

Organisers: AIM Group Baltic UAB

- Call for papers opens October 2010
- See [www.egi.eu/EGIUF2011](http://www.egi.eu/EGIUF2011) for more details
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    - [director@egi.eu](mailto:director@egi.eu)