

The NGS Support Centre

Katie Weeks



NGS Support Centre SLD

- Many areas to NGS Support Centre
 - SLD defines supported areas including:
 - Certification Authority
 - Promotion and Outreach
 - Applications Repository
 - User Account Management System
 - GSI-SSH Terminal
- Today focus on resources available for helping you

Help!

- You are having difficulty using your certificate
- You can't access the grid
- You can't compile your code
- Your code won't run at your chosen site
- Someone has asked a question you can't answer...

Resources

- Website documentation
- NGS Wiki
- NGS Helpdesk



NGS Website

- First port of call for information
- Online documentation covering all areas
- Newly organised – to be released soon
- Self-guided learning online
- Familiarise yourself with documentation
- Contact the helpdesk if you find anything missing/incomplete

NGS Wiki

- Still in its infancy
- Aim is to build an NGS community around the wiki
- Other users will be able to solve specific, individual problems
- Needs time to get up and running

Helpdesk

- All NGS-related queries come through here:
 - Certificates
 - Requests for applications to be installed
 - Problems accessing NGS
 - Technical queries etc.
- Users can submit queries
 - By emailing support@grid-support.ac.uk
 - Via the form on the website www.ngs.ac.uk
 - By calling 01235 446822



Behind the helpdesk

- Tickets are automatically assigned to most relevant person
- Anne is the helpdesk administrator – assigns 'rogue' tickets, chases up tickets and staff
- All NGS staff answer queries



Who's Who



Andrew



Steve



Anne



David



Who's Who (2)



Katie



Sambid



Matt



Jianhua

CAs and RAs

- The NGS Support Centre runs the UK Certification Authority
- To get a certificate, users need to be authenticated in person
- To avoid all users travelling to RAL, we delegate to Registration Authorities (RA)
- We need to trust RA operators – training, CP/CPS, strict promotion procedure, auditing

RAs

- Users apply for certificate from their local RA
- They visit their local RA operator in person with photo id to get their request approved
- The UK CA sign all approved requests once every working day
- The local RA operator keeps records for auditing purposes
- RA operators responsible for approving renewals and revocations also



Time to familiarise yourself with the NGS website



Further Information

You should know where to go by now!