



Enabling Grids for E-scienceE

GGUS supporters

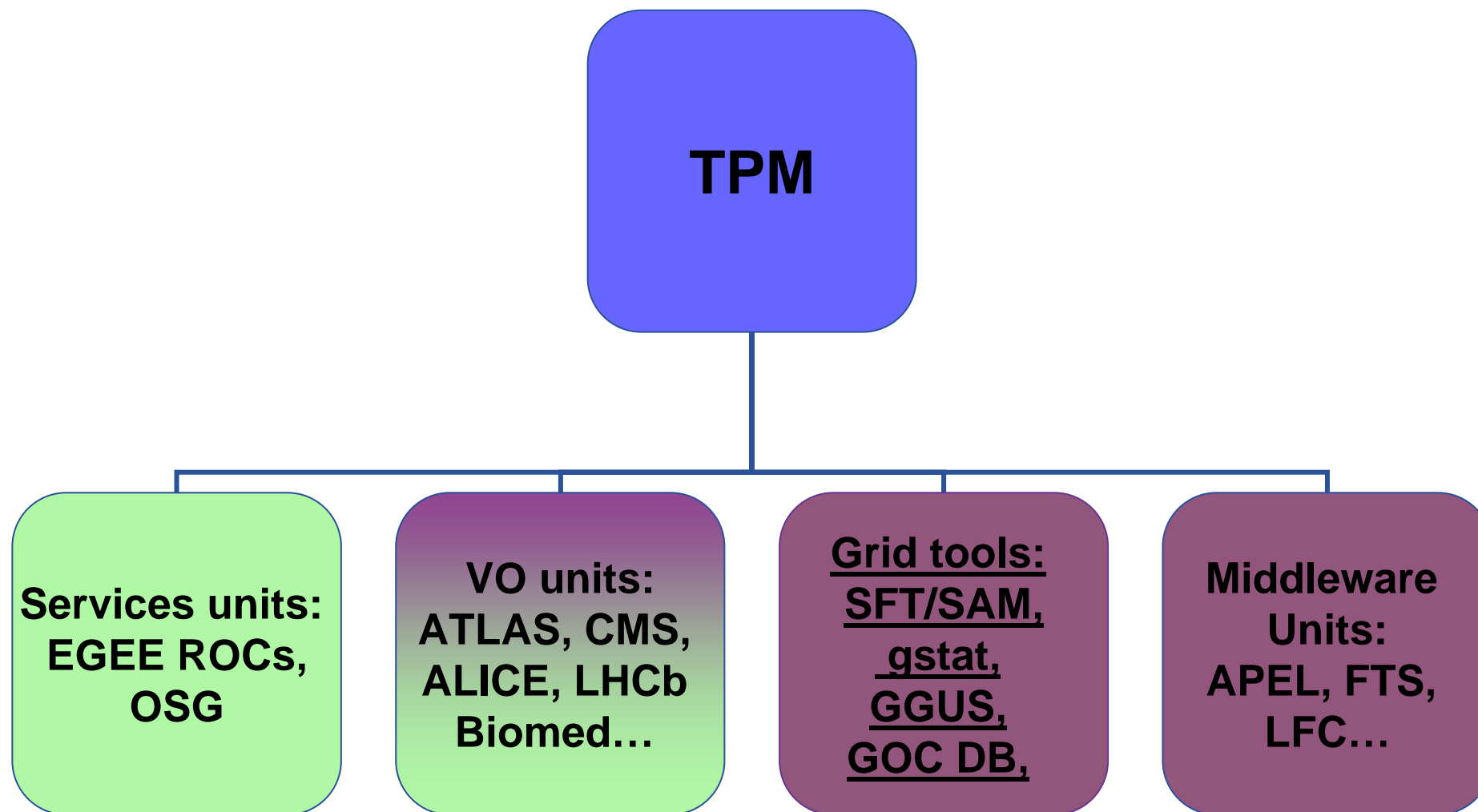
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- **Role and structure of the different support units**
- **Who are they?**
- **What they do?**
- **Current issues**

Structure of GGUS support units



Who are the support team?

- **It depends...**
 - TPM: weekly rota between several ROCs.
 - ROC SUs: ROC managers and/or deputies, site administrators
 - MIDDLEWARE: developers
 - OTHER UNITS: network experts, deployment support, grid tools experts/developers
- **Generally: Grid experts (or people willing to become ones)**
- **There are also other support units (ENOC, ROC_US) which are 'special' and will not be described here**
 - ROC_US is the gateway to the OSG support structure
 - ENOC is the gateway to the network support structure

- **TPM:**
 - Solve easy tickets
 - Route tickets that they are not able to solve
 - Keep an eye on open tickets, chasing outstanding tickets
- **Service units (ROCs)**
 - Route tickets to the sites
 - Help the sites in solving problems
 - Chase slow responding sites
- **Software units/VO units**
 - See if the problem is due to a software bug, poor documentation,
 - provide a solution or open a bug
- **Other grid units (OSG,...)**
 - Route tickets to appropriate unit in their own system

- The workload is increasing, but the head count is not.
- Hence: the main problem is the lack of **dedicated support staff**
 - To overcome this, the current plan is to enlarge the TPM rota to all ROCs and share this work with the VOs
 - Workshop on December 7 and 8:
<http://indico.cern.ch/conferenceDisplay.py?confId=a063410>
- **Training program**
 - To use the GGUS interface
 - To use the tools GGUS make available to solve the tickets
- **Make the web interface more usable for the supporters**
 - So they can concentrate on solving the tickets