egee

Enabling Grids for E-sciencE

EGEE Support for New and Existing Users

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Information Society and Media

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Enabling Grids for E-sciencE

- **User support of all flavors is critical.**

- **Good support allows:**
  - Quick and efficient use of infrastructure
  - Effective and extensive use of the infrastructure
  - and… happy users!
- **Support structure:**
  - Organically evolved as EGEE changed from R&D to an infrastructure project.
  - Somewhat fragmented and disorganized.
  - Lacking named people responsible for providing it.

- **Project continually working to improve situation.**

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- **Current documentation is fragmented, difficult to find, and often not up-to-date.**

- **Best places to start:**
  - NA4 website (http://egeena4.lal.in2p3.fr/)
  - Users' Guide (https://edms.cern.ch/file/722398/gLite-3-UserGuide.pdf)
  - Service-specific manuals (http://glite.org/)
  - User Information Group "Use Cases"

- **Project is working to improve organization and accuracy of provided documentation.**

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- **Operational support deals with day-to-day problems of using the EGEE infrastructure.**

- **GGUS (Global Grid User Support)**
  - Ticketing handling system with many specialized teams.
  - URL: http://ggus.org/
  - Grid certificate is needed to access the site!

- **Speeding response time:**
  - Investigate as much as possible yourself.
  - Try to identify service or site causing problems.
  - Provide as much information as possible.
  - Complain…

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- **Even though ticketing systems have many benefits, it is often more efficient to have one-on-one interaction with a knowledgeable person.**

- **Local site administrator:**
  - Usually very knowledgeable about grid.
  - Very motivated to ensure that local users are happy.

- **Regional Operations Centers (ROCs)**
  - Will receive tickets through GGUS, but
  - Often are willing to respond to direct emails, phone calls, etc.

- **NA4 partners:**
  - Many partners distributed throughout Europe.

- **"Managerial" support is sometimes needed to navigate through the EGEE procedures or with tools/services necessary to access the grid.**

- **Operations Advisory Group (OAG)**
  - Problems with high-level EGEE policies or procedures.
  - Resource allocation to VOs .

- **Resource Allocation:**
  - EGEE federates resources from different groups.
  - Sites are willing to give access to excess resources.
  - Make good scientific case for calculation and resources.

Managerial Support

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- **VO Managers Group**

  - Help with registration of new VO.

  - Advice on setting up VO and managing users.

  - Forum for discussing common problems with other VOs.

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- **Support in moving an existing application to the grid environment or designing a new one for the grid.**

- **Porting support provided by two teams:**
  - SZTAKI: www.lpds.sztaki.hu/gasuc
    - § Emphasis on porting to production infrastructure.
    - § Wider range of porting scenarios.

  - GILDA
    - § Uses GILDA infrastructure to demonstrate porting.

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- **EGEE supports some selected scientific disciplines and experts in those areas can help with software or applications frequently used in them.**

- **High Energy Physics: M. Lamanna**

- **Life Sciences: V. Breton, J. Montagnat, C. Blanchet**

- **Earth Sciences: M. Petitdidier**

- **Computational Chemistry: M. Sterzel**

- **Fusion: F. Castejon**

- **Astron. & Astro.: C. Vuerli**

- **Often people need advanced functionality not provided by the grid. Can work with project and other users to make such functionality available.**

- **Technical Coordination Group (TCG) Working Groups:**
  – Medical Data Management
  – MPI
  – Short Deadline Jobs
  – Portals
  – Job Priorities
- **Task Forces:**
  – LHC experiment task forces
  – Biomed task force

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- **Other users are often an excellent resource.**
  - Learn how they use the grid.
  - Work around problems.
  - Use third-party software with the grid.
  - …

- **Meetings:**
  - EGEE Conferences: EGEE'07 Budapest, 1-5 October, 2007.
  - http://www.eu-egee.org/egee07/home.html
  - EGEE User Forums
  - Discipline meetings.

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- **Documentation provides information for about the grid infrastructure and grid services.**
  - Start with NA4 website (http://egeena4.lal.in2p3.fr).

- **Project also provides:**
  - Operational Support
  - Managerial Support
  - Application Support

- **Support not one-way street:**
  - Help out other users.
  - Participate in working groups to make grid better.
  - Share your experience with others.

- **Submitting a ticket in GILDA**
- **Submitting a ticket in GGUS**