



Enabling Grids for E-science



VO and Grid User Support in EGEE

Torsten Antoni
torsten.antoni@kit.edu

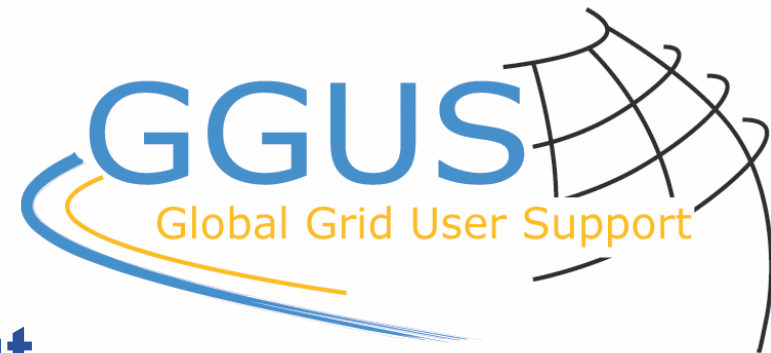
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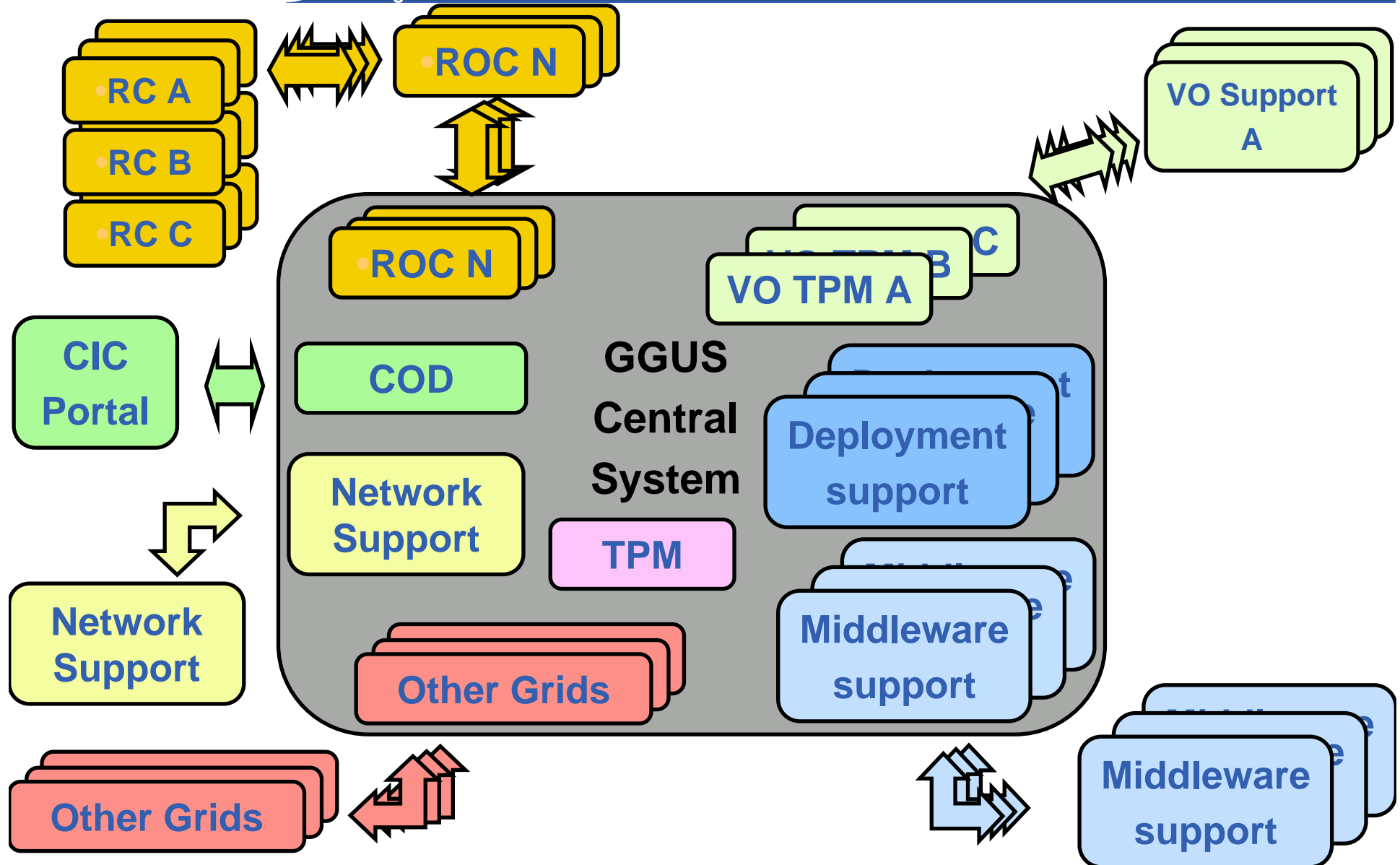


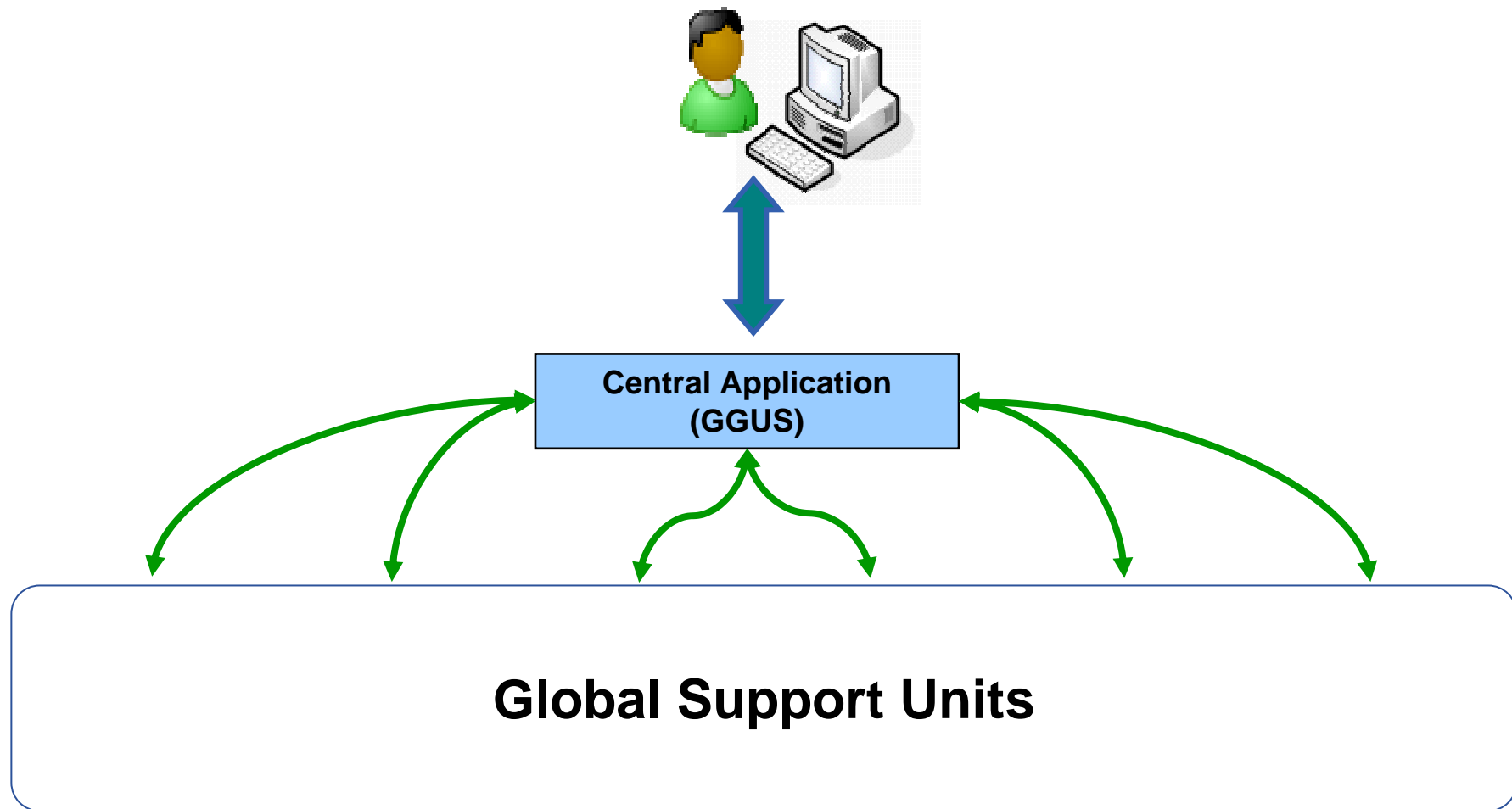
- **Application integration and support**
- **User education**
- **Simple access to a broad range of information**
- **Day-to-day support for the users of grid data, compute, networking and VO specific services**

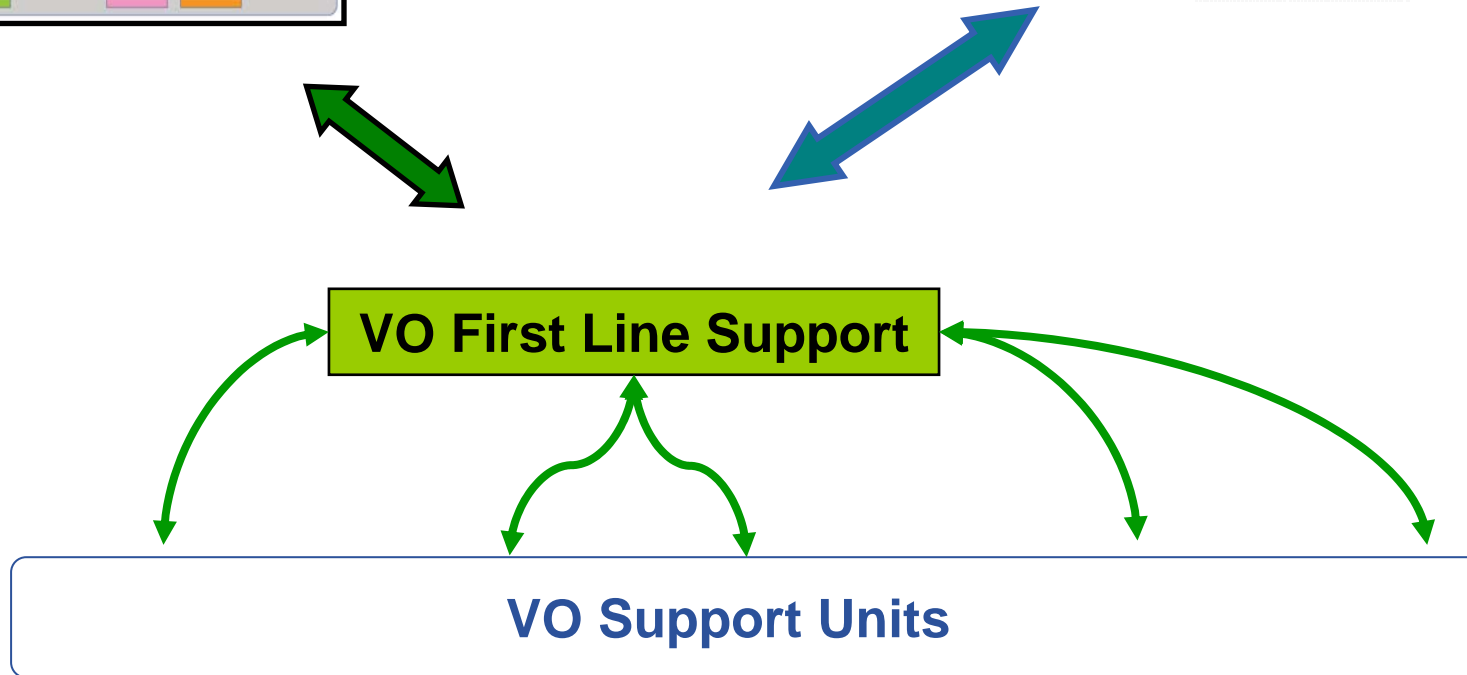
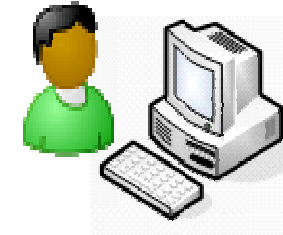
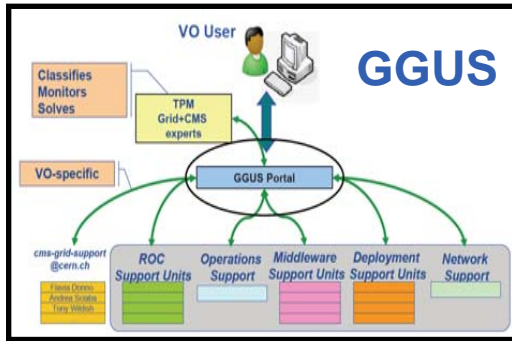
- **Distributed nature of the Grid** : experts located everywhere, sometimes in specific centres; spread of resources and services; different policies and laws
- **Variety of users** : beginners, system administrators, operators, network specialists, Virtual Organization communities
- **Variety of applications** : high energy physics, biomedical, earth observation, astrophysics, computational chemistry, etc.

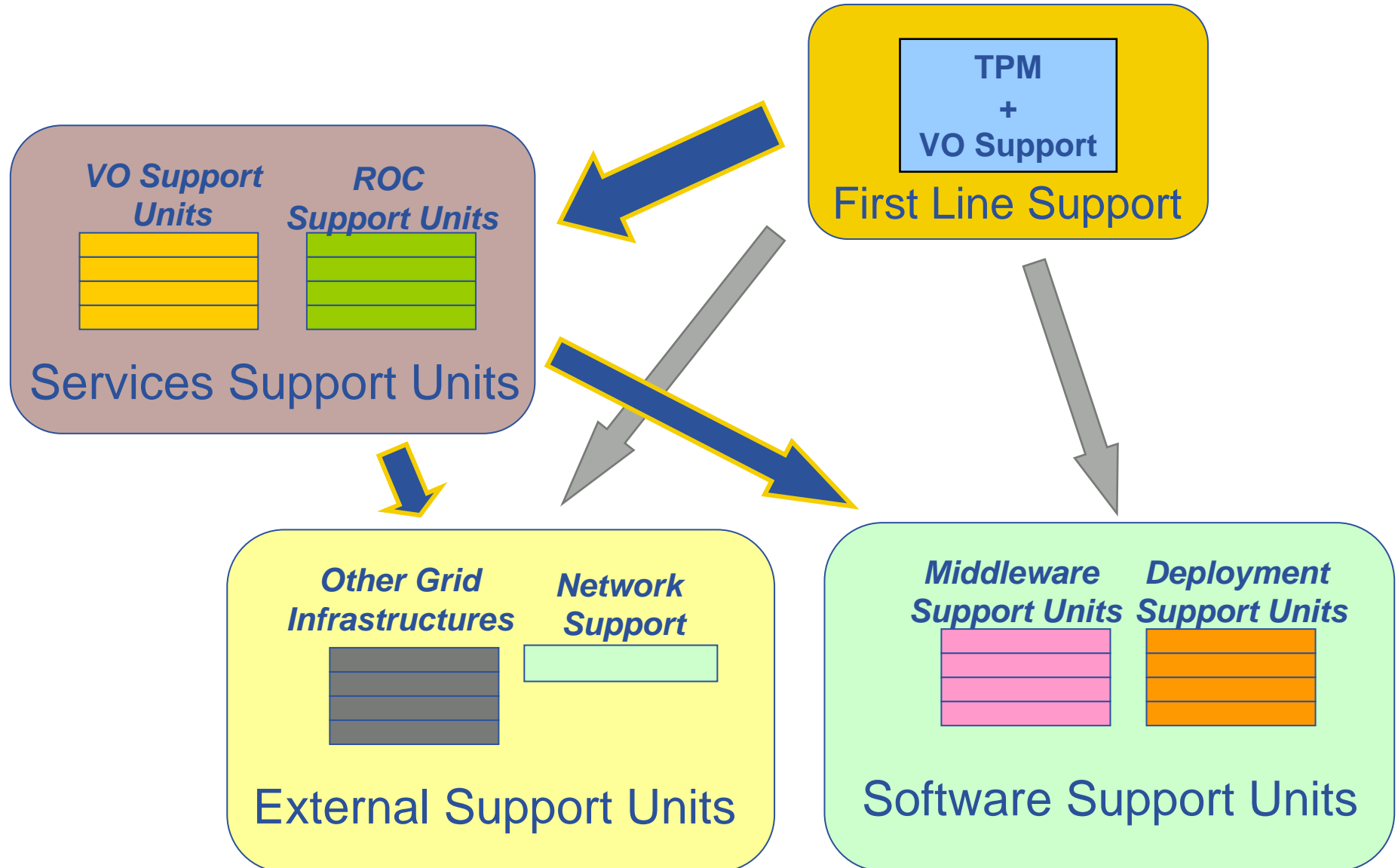
- **Global Grid User Support (GGUS) is the EGEE support infrastructure for grid users, deployment and operation problems**
- **It does not substitute but integrate existing infrastructures and coordinates support efforts**

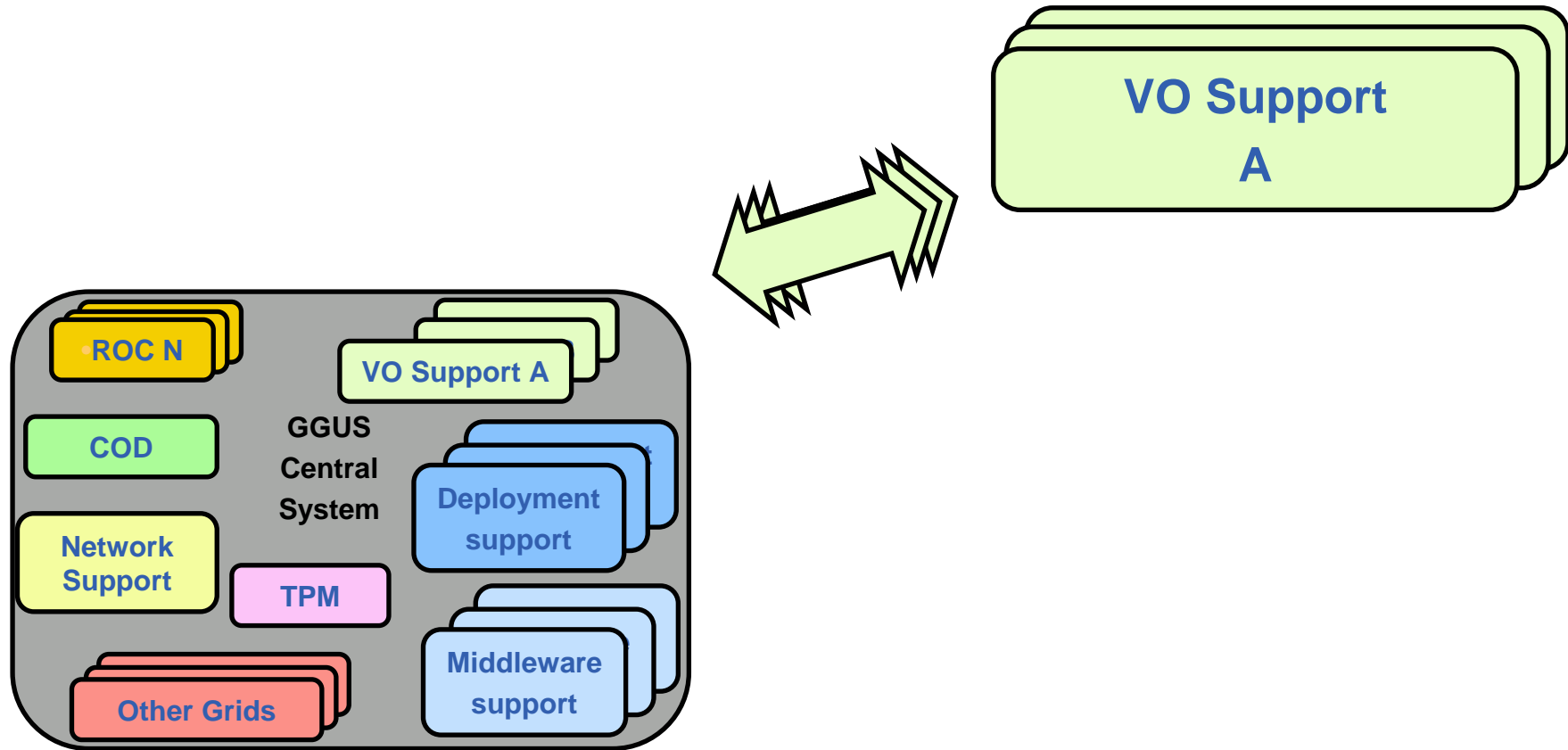












Statements from workshop on user support with the VOs in March

- **GGUS for big VOs is just a small part of their overall user support**
- **It is mainly used by VO experts**
- **All VOs filter user requests before they reach GGUS**
- **Interest in having an interface between VO user support and GGUS**
- **Ways VOs interface GGUS**
 - manually
 - e-mail
 - ticket system interface
- **Contact point for an interface not well defined up to now**

Statements from CHEP'07

- **Strong user support is required to address the complications**

- **First line support by experts in the experiments**
 - **Provide fast feedback to users, debugging of problems**

- **Identify application problems**
 - **Feedback to the developers inside the experiment**

- **Identify grid problems**
 - **Feedback to GGUS**

- **What is in place?**
- **Is it stable?**
- **Should it be interfaced with GGUS?**
- **Where could it be interfaced?**
- **One interface each**

... should be clearly defined, including

- Roles**
- Responsibilities**
- Accountability**

for all involved parties

