



Enabling Grids for E-sciencE



# VO and Grid User Support in EGEE

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# **User support is:**

- 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

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#### User support in a grid environment

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- 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.



## EGEE approach

 Global Grid User Support (GGUS) is the EGEE support infrastructure for grid users, deployment and operation problems

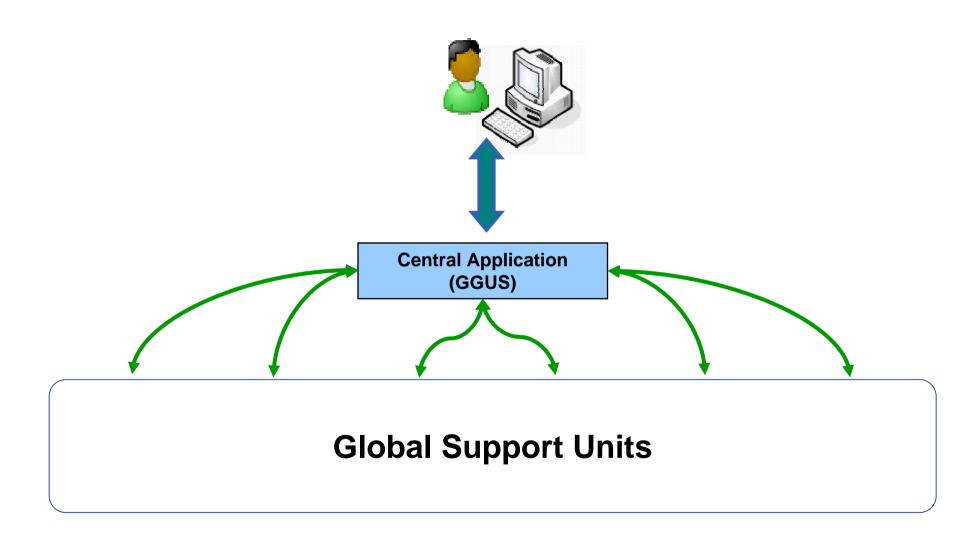


 It does not substitute but integrate existing infrastructures and coordinates support efforts

#### **GGGG** The EGEE support infrastructure Enabling Grids for E-sciencE **ROC N** RC A **VO Support** RC B RC C **ROC N VO TPM A** CIC **GGUS** COD **Portal Central Deployment System Network** support **Support TPM Network Middleware** Support **Other Grids** support **Middleware Other Grids** support EGEE-II INFSO-RI-031688 **Torsten Antoni EGEE'07** 1 - 3 October 2007 5



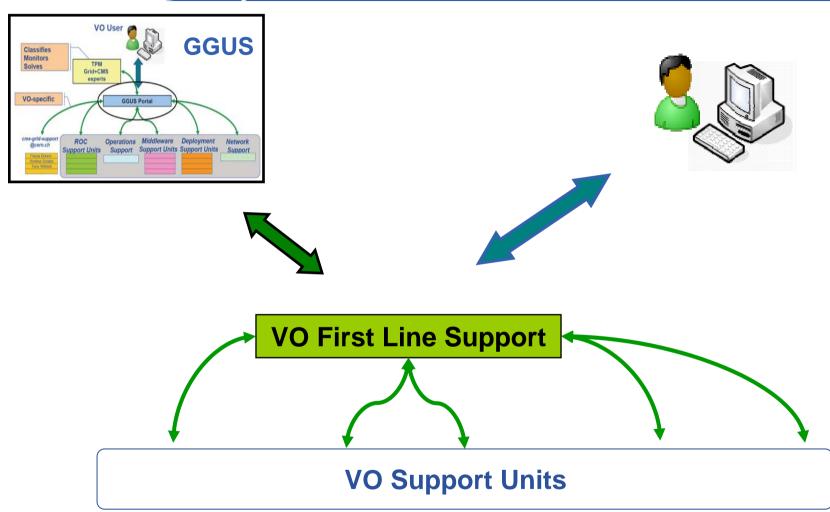
# **Support workflow**





# **VO** support workflow

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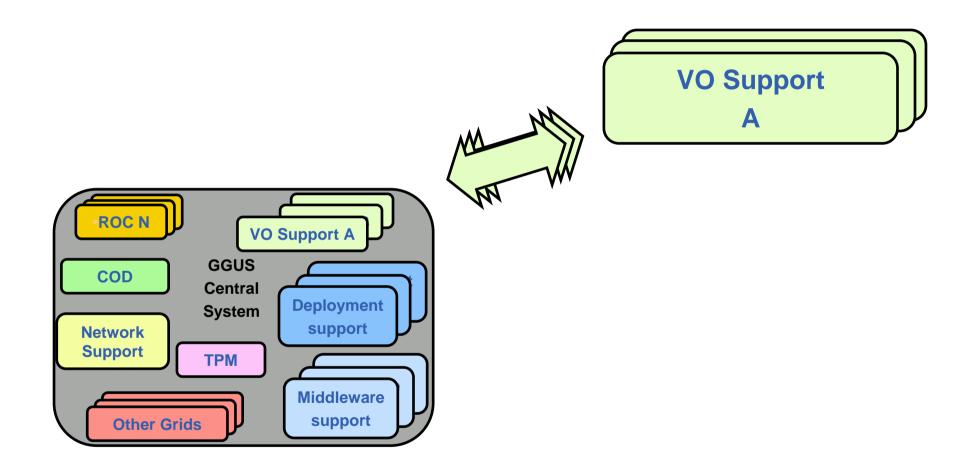
#### Support workflow

**TPM VO Support VO Support** ROC First Line Support **Units Support Units Services Support Units Middleware Deployment** Other Grid Network **Support Units Support Units** Infrastructures Support Software Support Units **External Support Units** 



#### Interfacing VO and grid user support

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## VO user support

#### 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

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# VO user support

#### **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



## **VO** user support

• 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



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