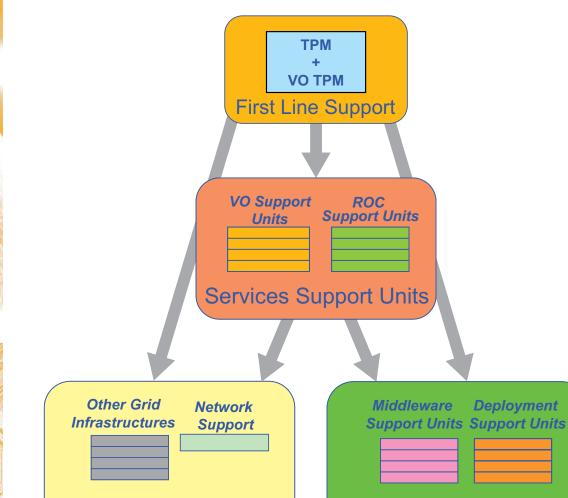# The EGEE User Support Model

## The GGUS support application

- central coordination of distributed support units
- brings together existing helpdesks
- communication through interfaces to other helpdesks
- synchronisation with the connected helpdesks





## Using the central helpdesk to submit a request

- contact GGUS central helpdesk via a web portal or by e-mail
- request routed to the responsible support unit
- might mean a transfer to a different helpdesk system
- transparent to the user, trackable through the central system

- contact regional helpdesk / VO user support
- triage through regional support
- ticket handling inside regional helpdesk
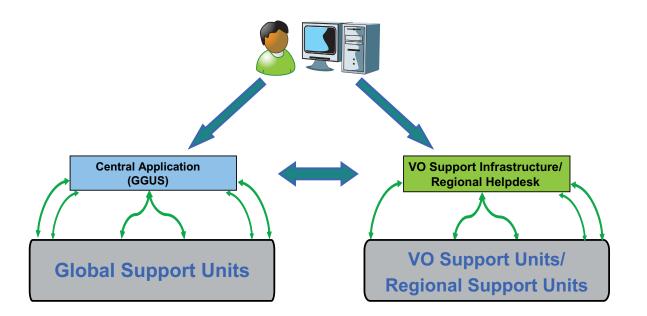- transfer to the central helpdesk if international help is required

## Support units in GGUS and main workflows

- TPM (Ticket Process Management) categorises the problem
- few VO TPM also exists
- scalable with the increase of VOs in EGEE
- support units dealing with services mainly located at the ROCs
- software support units dealing with middleware components, monitoring etc ...
- few other special groups e.g. network operations