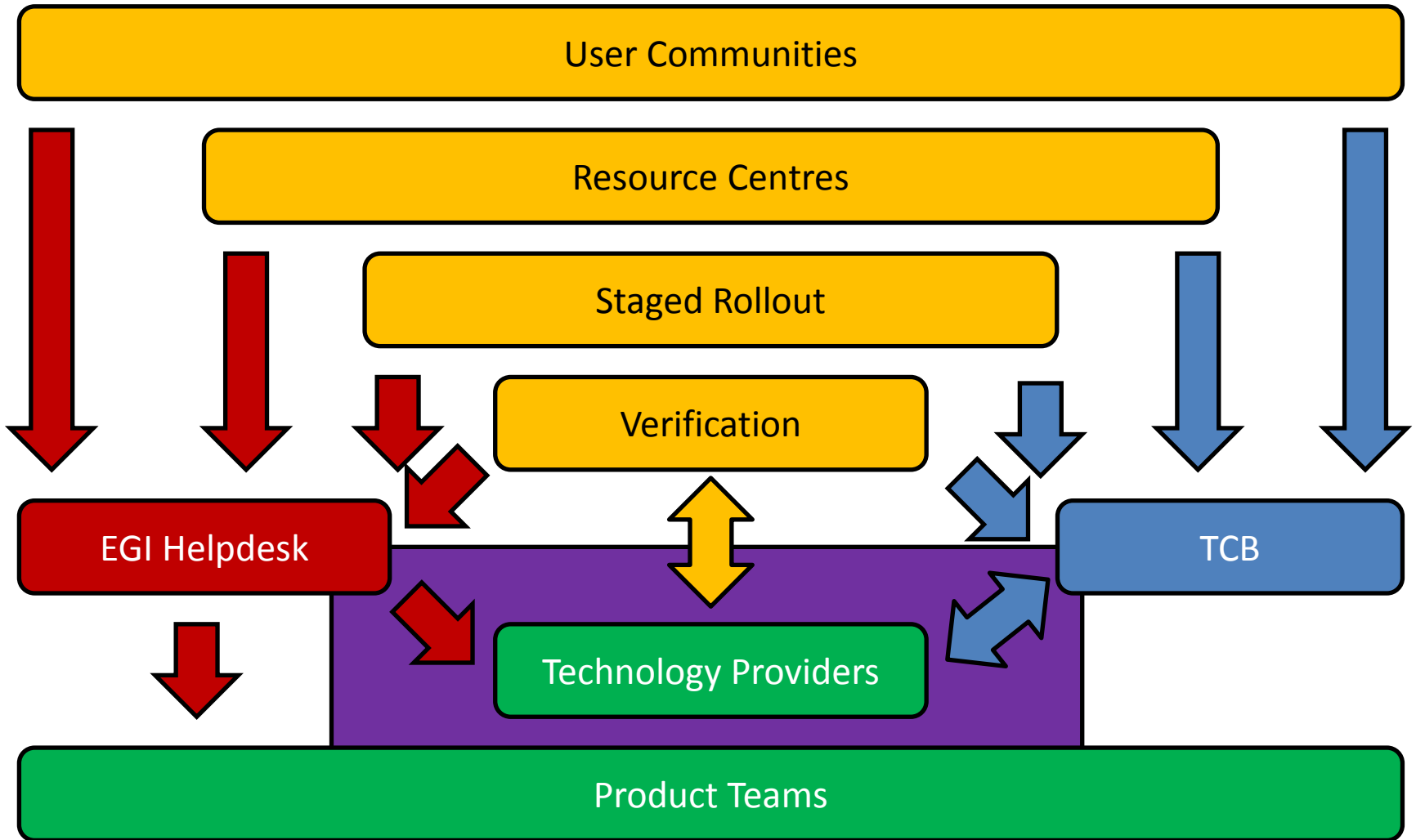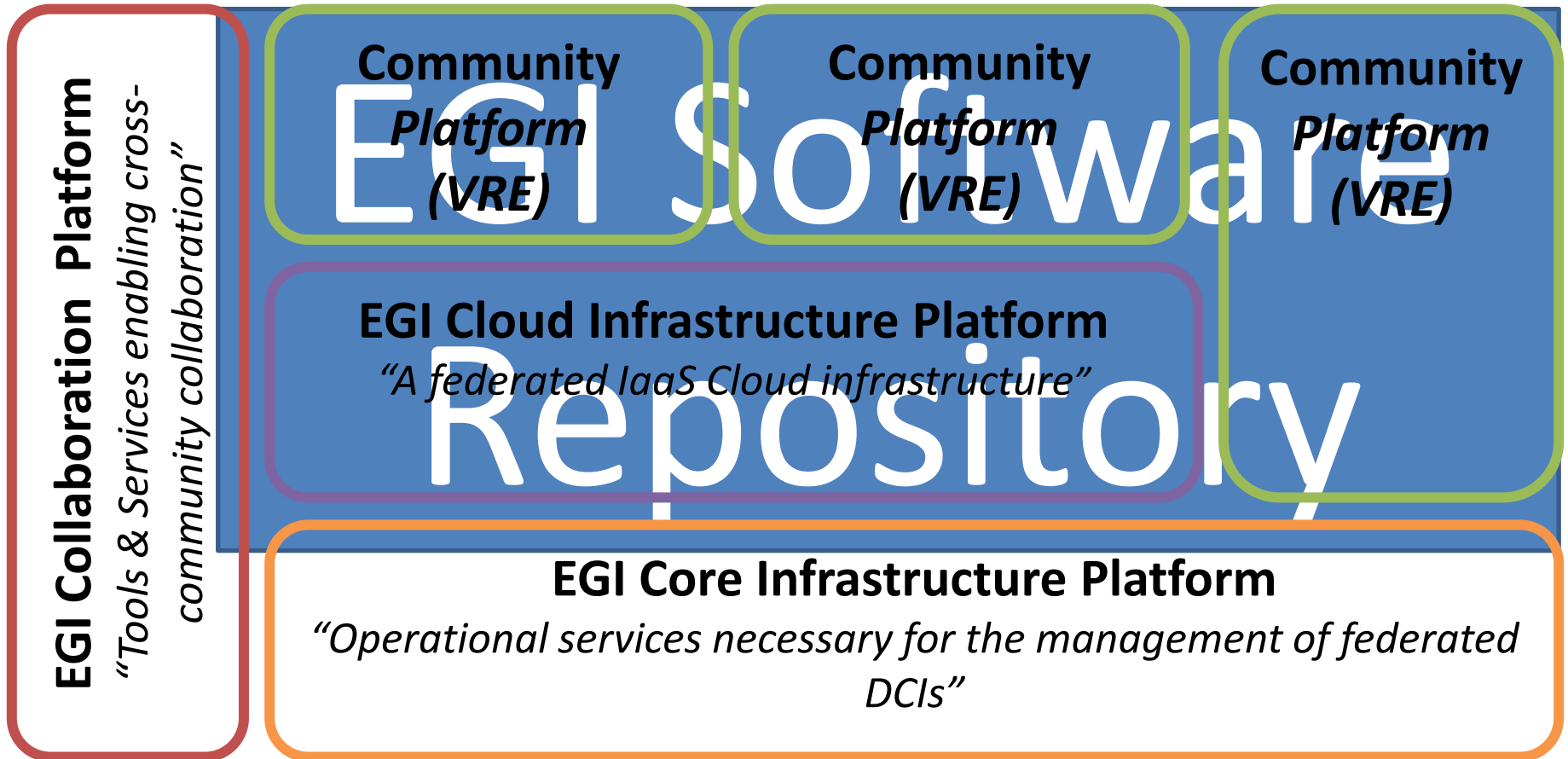# EGI and MeDIA

Steven Newhouse
EGI.eu

- Coordinating point of contacts
  - Managerial
  - Technical
- 149 product updates in the last year
  - 1 product rejected
- High-quality software
  - Generic Infrastructure Components
  - Domain-specific Data Analysis Components

Challenge for EGI

User Communities

Resource Centres

Staged Rollout

Verification

EGI Helpdesk

TCB

Technology Providers

Product Teams

Independent Product Teams

- Different approaches
  - EGI as primary customer
  - EGI one of many

- Different sustainability plans
  - From *best effort* to *ambitious expansion*

- Different scopes
  - Generic infrastructure components
  - Highly specialised to one user community

ERA needs an open ecosystem of VREs & services

EGI Software Repository

EGI Collaboration Platform
"Tools & Services enabling cross-community collaboration"

Community Platform (VRE)

Community Platform (VRE)

Community Platform (VRE)

EGI Cloud Infrastructure Platform
"A federated IaaS Cloud infrastructure"

EGI Core Infrastructure Platform
"Operational services necessary for the management of federated DCIs"

- Continue Unified Middleware Distribution
  - High-quality proven software components
  - *Incorporate other software into the repository*
- Providing technical coordination
  - Separate out technical and strategic (TCB)
  - *Establish technical UMD Release Team (URT)*
- Recognise change with the Product Teams
  - Establish appropriate relationships as required

- Open ecosystem for 'big data' processing
  – 21K+ researchers
  – 350+ data centers
- Benefit from:
  – Consolidated software validation & distribution
  – Community software repository
  – Outreach channels: Forums, web, …
  – Strategic discussions and decision making
  – Support development of your human network

IT Service Management

- **Strategic ITSM activities**
  - Security coordination
  - Technology (change) coordination
- **Tactic ITSM activities**
  - Software support (Help desk)
  - Change coordination
  - Coordinated release integration
  - Roadmap integration
- Technical ITSM activities
  - Software Support (Help desk)
  - Problem management
  - SW maintenance
  - Change management & prioritisation
  - Release management

TCB

URT

Product Team

Product Teams Engagement

Engagement	Technical Coordination Board (TCB)	UMD Release Team (URT)	Software in Repository
Integrated	Member	Member	Yes
Contributing		Member	Yes
Community		Observer	Yes
Engaged		Observer (3 months)	

Engagement	EGI Forums	EGI Partnership	Web Presence	Comms
Integrated	Demo & technical slots	UMD Member	Main + Repository	Yes
Contributing		UMD Member	Main + Repository	Yes
Community			Repository	Yes
Engaged				Yes

Engagement	Top Priority	Very Urgent	Urgent	Less Urgent	Support Unit
Differentiated	4 WH	1 WD	1 WD	5 WD	Yes
Active	1 WD	1 WD	5 WD	5 WD	Yes
Basic	5 WD	5 WD	5 WD	5 WD	Yes
Best Effort					Community

Support Response Times

- WH: Working Hours
- WD: Working Days

Action for Product Teams

- Continue to evolve partnership programme
  - Welcome engagement over next 3 months
  - Transition EMT into URT over next 3 months
- Establish relationships with product teams
  - Decide on level of engagement
  - Decide on support declaration
- Provide contact points for communication
  - Send email cto@egi.eu
  - Inclusive communication for 3 months