

# VO Support

## ***Work Plan***

### Goals

- offer advice to potential users about what they can expect and gain from EGEE
- provide guidance for initial administrative procedures
- direct users to appropriate training
- provide VO Managers with documentation about VO Management
- ensure effective VO Management tools exist
- support new and established VOs
- Allow active communication between VOs

### Services provided

- web portal oriented towards users and managers (part of CIC portal)
- documentation and links about VO related management, tools and services
- missing VO tools identification, specification and first implementation (when possible)

### Clients

- For the web portal : potential VO representatives, established VO users who need information about their own VO, VO Managers who want to update their VO details, System administrators who need VO configuration information, automated tools that will allow automatic site configuration and checks
- For documentation and links : mainly, new VO Managers, who will need up-to-date information, and new VO users who haven't been trained
- missing tools specification : those who will benefit from this service are the VO Managers, who will be actively consulted about their needs

### Subtasks

- CNRS – 22 PM -VO portal developments
- CNRS – 6 PM - documentation provision – this is linked to VO portal task
- CNRS – 6 PM - VO Support provision, documentation enhancements based on user experience – this is linked to documentation subtask
- GRNET – 4 PM - missing VO tools identification and functionalities description, first implementation
- UNIMELB – 4 PM - missing VO tools identification and functionalities description, first implementation
- GRNET - 2 PM - Missing VO tools first implementation – this is linked to identification subtask
- UNIMELB - 2 PM - Missing VO tools first implementation – this is linked to identification subtask
- GRNET – 6 PM - making sure SA1 provides the pool of resources to selected VOs , monitoring the pool usage, making sure resources are freed on time, helping VOs get in and out of the pool

- UNIMELB – 6 PM – interaction with training, t-infrastructure and dissemination activities, help designing a NON-EGEE-USERS friendly portal that will help disseminate information about EGEE and how to get in (? i.e: how to create a VO – this task may depend on the VO portal developments)
- CEA – 12 PM - team leadership, VO resources negotiation (= OAG ?), interaction with other bodies affecting VO Management and resource allocation, unregistered VOs tracking, communication with existing VOs and external projects

### Metrics

- number of VOs registered (by scope, discipline, status)
- number of VO users (by VO, total number excluding multi-registrations)
- number of VO Id cards updates per day/month/year
- number of VO Id cards consultations per day/month/year
- number of GGUS tickets assigned/solved ?

### Procedures

- continuously improve, adapt and simplify the registration procedure
- write the procedure for accessing the pool of resources
- write the procedure for leaving the pool of resources

## **Communication Plan**

Communication amongst the work group will be done via an internal mailing list. Some phone/video conferences will be setup to follow and adjust partner's tasks every 2 weeks.

An initial Face to Face meeting will be organized so that people working together know who they are working with, and who is doing what.

Other EGEE entities that will require communication:

- Training
- t-infrastructure
- dissemination
- SA1
- active participation in the User Support Advisory Group (USAG, ex-ESC)
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First contacts will be by mail. Further contacts will use mails, but will also involve connection to activities phone conferences if any, to allow quick and efficient interaction.

External communication: experience proved that those who require VO services rarely participate to EGEE events. Considering a part of the task will be to guide new users, efforts will be targeting the setup of an EGEE user friendly portal : not only will this portal serve existing users with very useful information, but it will also provide newcomers with a user friendly interface that will help them better comprehend how EGEE III works and how to benefit from it.

Documentation that will be written :

- about any existing procedure managers may have to be aware of

- about procedures users must be aware of (and that manager must then enforce)
- Summary of procedures for different points of view (user/manager/site admin)
- about how to setup a VO (this is already partly done)
- about how to dismantle a VO

## **Tools**

- ticketing system (GGUS) : will be used to handle user/managers requests to the group
- code management : will be used by portal developers to manage the portal implementation. Depending on what is developed, different versioning system will be used (probably in2p3 CVS for CIC portal)
- Conference management system ( indico + ? ) will be required to setup phone/video conferences
- mail servers will be required to setup the group mailing lists (there will be a need for at least 2 mailing lists)
- main documentation will be put into a wiki or CMS (CMS looks better (does it ?) but is much less author friendly...), procedures into word documents (using EDMS ?). Required functionality is user friendliness, as well as author friendliness : authors must be able to quickly define hyperlinks between documents and websites, and written documentation must be easily backed up, migrated and restored if needed.