



Enabling Grids for E-science

NA4 EGEE-III Transition

Direct User Support

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www.eu-egee.org



Total Effort: **232 PM**, lead by GRNET

Partners: **VUB** (12 PM), **CNRS** (24 PM), **INFN** (34 PM), **SIGMA** (24 PM), **GRNET** (36 PM), **UCY** (12), **CSIC** (36 PM), **UPV** (12 PM);
UNIMELB (12 PM), AS (6 PM), Korea CNU (24 PM)

- **The NA4 Direct User Support Team will:**
 - Provide support through GGUS for basic user problems.
 - Route tickets through GGUS system that cannot be handled directly.
 - Identify recurrent problems and suggest ways to remedy them.
 - Maintain overview of available documentation.
 - Write high-level documentation for typical use cases.
 - Submit bug reports for incomplete or inaccurate documentation.

- **Ticket handling procedures**
 - Relationship and distribution of responsibilities among other support teams (SA1).
 - On-duty support? Daily duty rotation.
 - Identification of expert teams for ticket forwarding.
- **Documentation**
 - Identify missing documentation.
 - Develop and keep documentation up-to-date (wrt middleware evolution and RESPECT)
 - Evaluate current status of Use Cases. Update, expand and keep them up-to-date.
 - Input from VO Mgmt Group/VOs regarding VO-specific requirements
 - Coordination with SA1
 - Input from App Porting Team and NA3.
- **Distribution of responsibilities among partners.**