



Enabling Grids for E-science

TSA1.3 in EGEE-III

Support for VOs, Users, Applications
Tasks, Plans & Visions

SA1 Transition Meeting - CERN - 08/05/2008

www.eu-egee.org



CERN 48 PM

STFC 64 PM

TCD 12 PM

CNRS 78 PM

CGGV 12 PM

INFN 96 PM

FZK 118 PM

SWITCH 8 PM

CSC 12 PM

VR-SNIC 12 PM

FOM 42 PM

LIP 28 PM

IFAE 72 PM

GRNET 24 PM

IPP-BAS 12 PM

UCY 18 PM

ICI 15 PM

IPB 12 PM

TUBITAK 18 PM

SRCE 6 PM

JSI 3 PM

JKU 8 PM

CESNET 28 PM

CYFRONET 33 PM

KFKI RMKI 3 PM

RRC KI 84 PM

ASGC 24 PM

- ROC-CERN 48 PM
- ROC-UKI 76 PM
- ROC-FR 90 PM
- ROC-IT 96 PM
- ROC-DECH 126 PM
- ROC-NORTH/BENELUX 66 PM
- ROC-SW 100 PM
- ROC-SE 99 PM
- ROC-CE 81 PM
- ROC-Russia 84 PM
- ROC-AP 24 PM

Total: 890 PM

- **GGUS management and tools**
 - This will be the responsibility of FZK, with direction from the advisory group (USAG).
- **TPM and user support effort**
 - This is staffed by effort from each of the Regional Operations Centres as one of their mandatory core tasks
- **Support for middleware related issues**
 - is the responsibility of JRA1 (Task TJRA1.1) and SA3 (Task TSA3.3).
- **Dedicated LHC experiment support by the EIS team**
- **Regional helpdesk**
- **SA1 participation in site and user training**
 - SA1 will work together with NA3 on developing material for on-line training for site administrators (ASGC).

- **Monthly releases**
- **GGUS 7.0 Release (Probably in June)**
 - Protected and service ticket types
 - VO emergency tickets and direct routing
- **Continuing adaption to special requirements from VOs**
 - Currently mainly LHC VOs
- **Work closely with OAT, COD, ...**
- **Continue the good work of ESC with USAG**
 - Stronger Involvement needed from VOs and ROCs

- **TPM is well established**
- **ASGC did a great job in EGEE-II managing the TPM shifts**
- **TPM will continue in EGEE-III**
 - Staffed by all ROCs
- **We will get in touch with all the ROCs about this**

- **by the EIS team from CERN**
 - supports the gridification of the VOs applications
 - supports the installation of this software at the sites
 - Acts as interface between VO and infrastructure
 - Creates documentation
 - Not only for HEP: also Biomed and other VOs
- **Similar effort for regional VOs?**

- **Operation of a regional helpdesk for each ROC interfaced with the central GGUS system**
- **Continue work on this**
- **NGIs also have helpdesks**
- **How to resolve this issue of parallel infrastructures?**

- **SA1 will work together with NA3 on developing material for on-line training for site administrators (ASGC)**
- **Grid schools and training events run with SA1 participation (e.g. GridKa School in Germany)**
- **Evaluate possible models for providing support in EGI**

- **Continue the successful work from EGEE-II in EGEE-III**
- **Collect, group, and prioritise requirements from the VOs and from within operations through USAG and implement changes in monthly releases of GGUS**
- **With its „federated approach with central coordination“ the user support activity is very well prepared for changes to the overall operations principles that might arise from the transition to the EGI/NGI model**
- **Evaluate how application support and training fit into the distributed model**
- **Provide expertise to EGI and NGIs to find a consensus about the future user support model**

- What will be the status of this component at the end of EGEE III?
- How will it be run? Centrally, distributed to all sites/NGIs/ROCs?
- How will it be managed? Does it need central control in a central organisation, irrespective of how it will run? Can it be run by a group of peers coordinating without central control? Does it need coordination at all?
- How will it be funded? Does it need central funding? National funding? VO funding?
- Will it be stable? Or will it still have a plan for future development? For example one might plan a service that will still need central management at the end of EGEE III but could be completely distributed one year later.