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Regional Support for the EGEE User Communities

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EGEE spans 52 countries grouped in 12 individual regions. In EGEE-III 10 regional teams have been established under the NA4 user community support and expansion activity. Their role is twofold: to provide localized, first level, user support on issues regarding application development and grid porting and to act as liaisons between NA4 management and the local scientific communities exploiting the grid infrastructure. In this talk we will present the structure and tasks of the regional support activity and the opportunities it provides to local user communities for first level application support. Furthermore, we will see how the experience of this regional coordination can provide useful use cases for the organization and operation of similar activities in the EGI/NGI model.

Primary author: Mr FLOROS, Evangelos (GRNET)

Presenter: Mr FLOROS, Evangelos (GRNET)

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