

VO Support

Introduction

The 3rd phase of EGEE project started on may 1st 2008. Introduced in this 3rd phase is a team dedicated to Virtual Organisations Support, which will be in charge of making sure VOs in general are guided and effectively supported whenever they needed. This group, the VO Managers' Group, will be lead by CEA from Paris, and is allocated manpower from 3 other partners: CNRS (LAL, CPPM, France), GRNET (AUTH) and UNIMELB (Australia). The VO Managers' Group will provide guidance to potential users and new VO Managers, and will guide them through the GRID learning process: we all know it is sometimes not easy to understand how a GRID works, and it's much harder for newcomers to understand how to effectively manage a group (a VO). To ensure newcomers are pointed to the right direction, and that they are provided with a good experience of the GRID, the VO Managers' Group will closely interact with other support groups (Gilda, GGUS/USAG, Application porting support) and training activities.

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

Members and contacts of the VO Support Group

Partner	Name	Email	Phone	Pm
CEA	Frederic Schaer	frederic.schaer@cea.fr	+33 1 69 08 99 25	12
CNRS/LAL	Daniel Jouvenot	jouvenot@lal.in2p3.fr	+33 1 64 46 84 10	24
CNRS/CPM	Edith Knoops	knoops@cppm.in2p3.fr	+33 4 91 82 72 02	10
GRNET/AUTH	Dimitris Zilaskos	dzila@physics.auth.gr		12
GRNET/AUTH	Christos Kanellopoulos supervisor	skanct@physics.auth.gr		
	Glenn Moloney ?			
UNIMELB	To be confirmed	glenrm@unimelb.edu.au		12
TOTAL :				70

Work Plan

1. Team leadership

TASK ID	VO1	Start Month	1	End month	24
TASK Name	Team leadership				
Effort	CEA	Allocated PM	6		
Effort	CNRS/LAL	Allocated PM	2		
Effort		Allocated PM		Total PM	8
Goals					
The VO Management requires a very dynamic interaction not only with VOs themselves, but also with several other bodies like the User Support, the application porting support, the					

training infrastructure, the dissemination activity... VO Management leadership must make sure that

- the team and VOs are efficiently managed
- the team is aware of latest developments in other activities (t-infrastructure, dissemination, support, SA1)
- VO resources negotiations are quick, and VOs setup rapidly
- There is communication with VOs, between VOs, and with the project
- Advice is given to potential GRID users about what they can expect from the project
- Guidance is provided for initial administrative procedures
- Unregistered VOs are identified and requested to register

Benefits

Milestones and Metrics

ID	Milestone description	Metric description
VO1.1	Kick Off NA4 All Hands Meeting at month 1	
VO1.2	DNA4.2 deliverable at month 2	Resource pool access policies to be written
VO1.3	Status at month 6 (EGEE 08 Conference, Istanbul, 22-26 September 2008)	Number of newly registered VOs Number of VO Id cards updates per day/month/year (needs developments) Number of VO Id cards consultations per day/month/year (needs developments)
VO1.4	Status at month 12	Number of newly registered VOs Number of VO Id cards updates per day/month/year (needs developments) Number of VO Id cards consultations per day/month/year (needs developments)
VO1.5	Status at month 18	Number of newly registered VOs Number of VO Id cards updates per day/month/year (needs developments) Number of VO Id cards consultations per day/month/year (needs developments)
VO1.4	Status at month 23	Number of newly registered VOs Number of VO Id cards updates per day/month/year (needs developments) Number of VO Id cards consultations per day/month/year (needs developments)

2. VO Management Developments

TASK ID	VO2	Start Month	1	End month	20
TASK Name	VO Developments				
Effort	CNRS/LAL	Allocated PM	18		
Effort	CEA	Allocated PM	2		
Effort		Allocated PM			
Goals					

This task consists in providing VOs with useful, pertinent, well designed, reusable, time saving tools and web portals that will help VO managers better handle their users. This task should last for most of the duration of the project, but no development should be made within the last 4 month, to ensure an effective hand over with the following project can be achieved. Following developments are foreseen :

- CIC portal, VO section maintenance and enhancements. Especially, we must make sure that the process improves and that available information not only can be completed, and that it is used by the middleware (and thus : that it is easily accessible and usable from 3rd party applications)
- VO Collaborative tools VOMS integration: goal is to provide mailing lists, chat rooms, apache servers, etc. that all use the groups/roles defined in the VOMS server. This provides a better service and allows VO/group/role authorization for those tools.
- Expansion of SAM tests and SAM use by non-HEP VOs – provide VOs with an easy way to create custom tests to help cut down jobs failure rate
- Newcomers friendly portal development (we'll probably see with NA2): EGEE is missing an attractive web portal that encourages potential users and customers to go further, try the grid, adopt the technology.

Benefits

Time saving is crucial, and a better VO management implies users who better know how the grid works, and thus, users not only avoid losing time, probably also a decrease in the number of support tickets opened.

Milestones and Metrics

ID	Milestone description	Metric description
VO2.1	Status at month 6	CIC portal new implemented features CIC portal maintained features Number of SAM tests written and VOs using them
VO2.2	Status at month 12	CIC portal new implemented features CIC portal maintained features Number of SAM tests written and VOs using them
VO2.3	Final status at month 18	CIC portal new implemented features CIC portal maintained features Number of SAM tests written and VOs using them

3. Documentation and Support provision

TASK ID	VO3	Start Month	1	End month	24
TASK Name	Documentation and Support				
Effort	CNRS/CPPI	Allocated PM	8		
Effort	UNIMELB	Allocated PM	6		
Effort	CNRS/LAL	Allocated PM	4		
Effort	CEA	Allocated PM	4	Total PM	22
Goals					

The various EGEE projects produced a lot of documentation, which is scattered over many web sites. Often, the only way for VO members to get information is to use a well known web search engine and try to find out which documents could be related to their problems or needs. This task aims at

- identifying the grid actions required by VO Managers and members, that are undocumented/poorly documented/for which documentation exists somewhere
- help building a well organised and maintained VO documentation repository in conjunction with all other NA4 activities such as Direct User Support
- providing VO Managers with the support they need
- enhancing existing documentation based on user/managers feedback
- directing users/managers to appropriate training whenever such a training is available

Considering those who write the documentation usually know what they are writing about, they are probably the ones would could give the most valuable support : it is therefore part of this subtask to provide Support to potential users, VO Managers, new VOs and established VOs.

Following documents already need to 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

Benefits

The immediate benefit of documentation provision will be satisfaction of VO Managers and members, and through this, an overall improvement of the EGEE brand image.

Milestones and Metrics

ID	Milestone description	Metric description
VO3.1	Status at month 6	Number of identified missing documents Number of written documents Number of people helped / GGUS tickets solved
VO3.2	Status at month 12	Number of identified missing documents Number of written documents Number of people helped / GGUS tickets solved
VO3.3	Status at month 18	Number of identified missing documents Number of written documents Number of people helped / GGUS tickets solved
VO3.4	Status at month 23	Number of identified missing documents Number of written documents Number of people helped / GGUS tickets solved

4. VO tools identification, functionalities description, first implementation

TASK ID	VO4	Start Month	1	End month	20
TASK Name	VO Tools				
Effort	GRNET	Allocated PM	6		
Effort	UNIMELB	Allocated PM	6		
Effort	CNRS/CPPM	Allocated PM	2	Total PM	14
Goals					
<p>No middleware is perfect, and so is the gLite middleware. Unfortunately, developers not always get the feedback they would need to build an even better middleware, and sometimes only few people see their requests fulfilled and middleware enhancements based on their needs. This task aims at :</p> <ul style="list-style-type: none"> - Identifying missing middleware functionalities and tools that would help VO managers handle their tasks (users/software/groups/ management, etc.) - optionally getting feedback about missing middleware functionalities - describing in a very detailed way the missing functionalities and needed tools - writing a first tool implementation <p>Whenever a tool will be required, special care will be taken so as not to write middleware workarounds: if already existing tools need modification, this task will allow better middleware feedback and interaction. It is not foreseen to develop tools after month 20, as it would prevent a good project transition to have late developments.</p>					
Benefits					
Milestones and Metrics					
id	description		metric		
VO4.1	Status at month 6		Number of bugs opened Number of identified missing middleware tools Number of implemented tools		
VO4.2	Status at month 12		Number of bugs opened Number of identified missing middleware tools Number of implemented tools		
VO4.3	Status at month 18		Number of bugs opened Number of identified missing middleware tools Number of implemented tools		
VO4.4	Status at month 23		Number of bugs opened Number of identified missing middleware tools Number of implemented tools		

5. Pool of resources Management

TASK ID	VO5	Start Month	1	End month	24
TASK Name	VO Resources Pool				
Effort	GRNET	Allocated PM	6		
Effort	CEA	Allocated PM	2		
Effort		Allocated PM		Total PM	8
Goals					

With EGEE 3 comes a “Bootstrapping Resource Pool” which is a pool of resources reserved for new virtual organisations and maintained by the SA1 activity. The purpose of these resources is to allow selected new VOs to more quickly integrate their applications into the production infrastructure by decoupling porting of their applications from integration of their resources with the EGEE Grid infrastructure. New VOs will have access to these resources for six months after which they will have to integrate their own resources or migrate to other resources on the Grid. The goal of this task is :

- to make sure that SA1 provides the pool of resources
- help VOs get started with these resources
- help VOs migrate out of the pool when their resource allocation is about to expire
- Monitor the pool, keep up-to-date contacts for both the resource providers and resource users, as well as help different actors communicate so as to maintain a highly dynamic pool

Benefits

With bootstrap resources, selected VOs will be able to almost instantly use the GRID : a good management of these resource will allow a smooth transition between pool resources and VO specific resources, making life easier to new VOs.

Milestones and Metrics

id	description	metric
VO5.1	Status at month 6	Number of VOs allowed to use the pool Number of VOs successfully moved out of the pool Allocated resource usage accounting
VO5.2	Status at month 12	Number of VOs allowed to use the pool Number of VOs successfully moved out of the pool Allocated resource usage accounting
VO5.3	Status at month 18	Number of VOs allowed to use the pool Number of VOs successfully moved out of the pool Allocated resource usage accounting
VO5.1	Status at month 23	Number of VOs allowed to use the pool (?) Number of VOs successfully moved out of the pool Allocated resource usage accounting

Proposed efforts summary:

Institute	Task ID	Effort	Task Name
CEA	VO1	6	Team Leadership
CNRS/LAL	VO1	2	Team Leadership (deputy)
CNRS/LAL	VO2	18	VO Management Developments
CNRS/CPM	VO3	8	Documentation and Support
UNILELB	VO3	6	Documentation and Support
CNRS/LAL	VO3	4	Documentation and Support

CEA	VO3	4	Documentation and Support
GRNET	VO4	6	VO Tools
UNIMELB	VO4	6	VO Tools
CNRS/CPPM	VO4	2	VO Tools
GRNET	VO5	6	VO Resources Pool
CEA	VO5	2	VO Resources Pool
TOTAL		70	