

EGEE-III

EGEE-III DIRECT USER SUPPORT WORK PLAN

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INTRODUCTION

The work group purpose is to consolidate and coordinate all the User-centric , application oriented support activities in EGEE. The DUS work group responsibilities is related with the daily and direct support of user requests.

The work plan comprises five work packages WP1 to WP5. A list of the work packages is summarized in Table 1:

| Work Package | Work Package title |
|--------------|--------------------------|
| WP1 | Ticket Handling |
| WP2 | Documentation |
| WP3 | EGEE-User Interaction |
| WP4 | Cross-team collaboration |
| WP5 | EGI/NGI |

WP1 : TICKET HANDLING

Objective

The team should handle the application oriented user requests through the GGUS system.

List of people

2 persons on duty rotated every 2 weeks

| Partner | Name | Est PM |
|-------------|--------------------|--------|
| CSIC | Gabriel Amoros | 3 |
| UPV | Ignacio Blanquer | 3 |
| UPV | Fernando Alvarruiz | 3 |
| CNRS (IPSL) | David Weissenbach | 3 |
| VUB | Antal Bulanza | 3 |
| VUB | Shkelzen Rugovac | 3 |

| | | |
|------------------|---------------------|---|
| VUB | Stijn De Weirdt | 3 |
| INFN | Marco Bencivenni | 3 |
| INFN | Enrico Fattibene | 3 |
| GRNET/TAU | Mark Silberstein | 3 |
| GRNET/Demokritos | Christos Filippidis | 1 |
| GRNET | Aneta Karaivanova | 3 |
| GRNET | Vladimir Florian | 3 |
| UNINETT | | 3 |
| UNINETT | | 3 |

Milestones

| | |
|--|-----|
| Register DUS as an official support group in GGUS and coordinate with GGUS administrators about ticket handling issues | PM2 |
|--|-----|

Metrics

Number of assign tickets per month

Number of solved tickets per month

Number of pending tickets per month

Starting at PM :2

Ending at PM : 24

WP2: Documentation

Objective

The team should identify and complete missing documentation, develop new material and keep them up to date through the duration of the project. The team should also evaluate the current “Use Cases” from UIG and keep them up to date.

List of people

| Partner | Name | Est PM |
|------------------|-----------------------|--------|
| CSIC | Gabriel Amoros | 7 |
| UPV | Fernando Alvarruiz | 5 |
| CNRS (IPSL) | David Weissenbach | 7 |
| VUB | Rosette Vandembroucke | 2 |
| INFN | Marco Bencivenni | 15 |
| INFN | Enrico Fattibene | 7 |
| GRNET/TAU | Mark Silberstein | 7 |
| GRNET/TAU | Artyom Sharov | |
| GRNET/Demokritos | Christos Filippidis | 3 |
| GRNET/Demokritos | Christos Markou | 2 |
| GRNET | Aneta Karaivanova | 7 |
| GRNET | Vladimir Florian | 7 |
| UNINETT | | 6 |
| UNINETT | | 6 |

Milestones

| | |
|---|---------|
| Identify teams , assign areas | PM2 |
| Initial survey of available documentation | PM2-PM3 |

Metrics

Number of new documentation-"Use Cases" introduced per month

Number of revisions made to existing documentation-"Use Cases" per month

Starting at PM :2

Ending at PM : 24

WP3 : EGEE-User Interaction

Objective

The team should design and implement novel methods for EGEE-User interaction..

List of people

| Partner | Name | Est PM |
|------------------|---------------------|--------|
| CSIC | Gabriel Amoros | 2 |
| UPV | Ignacio Blanquer | 1 |
| CNRS (IPSL) | David Weissenbach | 2 |
| INFN | Marco Bencivenni | 4 |
| GRNET/TAU | Mark Silberstein | 2 |
| GRNET/Demokritos | Christos Filippidis | 2 |
| GRNET | Aneta Karaivanova | 2 |

| | | |
|---------|------------------|---|
| GRNET | Vladimir Florian | 2 |
| UNINETT | | 2 |
| UNINETT | | 2 |

Milestones

| | |
|--|-----|
| Define the type of new methods for EGEE-USER interaction | PM2 |
|--|-----|

Metrics

Number of new method introduced per month

Number of revisions made per month

Starting at PM :2

Ending at PM : 24

WP4 : Cross-team collaboration

Objective

The team should collaboration with other workgroups both from within NA4 and from the rest EGEE-III activities to ensure satisfaction of project wide requirements.

List of people

| Partner | Name | Est PM |
|------------------|---------------------|--------|
| INFN | Marco Bencivenni | 2 |
| GRNET/Demokritos | Christos Filippidis | 2 |

| | | |
|------------------|-----------------|---|
| GRNET/Demokritos | Christos Markou | 1 |
| UNINETT | | 1 |
| UNINETT | | 1 |

Milestones

| | |
|---|-----|
| Identify other teams to collaborate with and assign team members as representatives | PM2 |
|---|-----|

Starting at PM :2
Ending at PM : 24

WP5 : EGI/NGI

Objective

The team should think about the role of Direct User Support teams both in EGI and NGI level

List of people

| Partner | Name | Est PM |
|------------------|---------------------|--------|
| GRNET/Demokritos | Christos Filippidis | 1 |
| GRNET/Demokritos | Christos Markou | 1 |

Milestones

| | |
|---|-------|
| Contact EGI/NGI people , make a first draft | PM8 |
| Deliver final proposal | PM 22 |

Starting at PM :2

Ending at PM : 24