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Enabling Grids for E-sciencE

TNA4.3.2 Regional Support

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Information Society
and Media

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- **Coordinate regional support teams**
  - Regional activity representation
  - First line of application/user support
- **Prepare for transition to NGI**

- **Lots of expectations within the activity, but:**

  We should come up with realistic and feasible plan!

#	Institute Names	Region	PMs
1	AS Taiwan, CNU Korea	Asia/US	42
2	SARA	Benelux	17
3	CESNET, JSI	Central Europe	21
4	DKRZ	CERN/Germany/Switzerland	23
5	STFC	France/UK/Ireland	35
6	INFN	Italy	31
7	SIGMA, VR-SNIC	Northern Europe	16
8	SINP MSU	Russia	12
9	GRNET, UCY	South East Europe	32
10	UCM	South West Europe	33

- **Introduce, discuss and agree on workplan**

- **Agree on support tools**

- **Sort term (in the next days):**
  - Complete the list of participating teams
  - Define Regional Coordinators

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- **Three action tracks have been identified each one comprising of 3 subtasks**
  - 9 subtasks in total
- **Some subtasks will run on daily basic**
- **Others are split in short term "sprints"**
- **Milestones per task (related to NA4-wide milestones, reporting periods and events)**

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- **Management Liaison**
  - Communication
  - Reporting
  - Support for RESPECT program

- **Technical Support**
  - First line Application Porting support
  - Regional VOs support
  - Documentation Review and Localization

- **Activity Representation and Signposting**
  - Web site installation and maintenance
  - Local Application Registry
  - Collaboration with other regional support teams

- Web site (wiki), one per regional team.

- Public mailing list (one per region).

- Global mailing list (includes all regional support teams)

- GGUS for ticket handling or Local helpdesk systems if available

- Progress report site (centrally installed and operated from EGEE). Used to collect quarterly reports and other input.

Cross-team Collaboration

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- Apart from the NA4 management, regional support teams should be in close collaboration with the following EGEE support teams and activities:

- **Direct User support team**, in order to be aware of support material available for application developers and users. Also in order to provide feedback to DUS about missing or erroneous documentation.

- **Application Porting team** for new applications that need gridification guidelines

- **Regional NA3 teams**, in order to convey requests for trainings.