

TNA 4.3.2: Regional Participation

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1 Introduction

1.1 Motivation

Regional support teams have played an important role in the past concerning the smooth operation of NA activities in participating regions. In EGEE-III this effort should be intensified with an additional goal to prepare for the transition to the NGI model. Many of the existing centralized user and application support services are expected to migrate to local support teams on the NGI level. The existing teams participating in EGEE-III will most probably get involved in the NGI activities or act as consultants, passing the required know-how, during the establishment of the NGI user and application support services.

This upgraded role of the regional application support teams will be visible also in the EGEE-III workplan. These teams will act as liaisons between EGEE and regional Grid activities. Each team should appoint a Regional Coordinator who will be responsible for the organization and management of the regional team activities, will report to NA4 management and participate in the “extended” NA4 Steering Committee meetings. The teams will also be comprised of technical staff consisting of one or more grid application experts, who will complement the Regional Coordinator in his/her activities and interact with the local applications providing support in various levels.

2 Budget and resources

2.1 Partners

#	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

2.2 Allocated Resources

#	Federation/ Partner name	PMS	Staff name	Email	PMs
1	CERN Fed.	0			
2	Benelux	17			
1	SARA (FOM)	17	Maurice	Bouwhuis	
3	Central Europe	21			
2	CESNET (CESNET)	11	JiriChuboda	Jiri.Chudoba@cern.ch	6
			JaroslavaSchovancova	Jaroslava.Schovancova@cern.ch	5
3	JSI (JSI)	10	Andrej Filipcic	andrej.filipcic@ijs.si	3
			BorutKersevan	borut.kersevan@ijs.si	3
			DejanLesjan	dejan.lesjak@ijs.si	2
			Jan JonaJavorsek	jona.javorsek@ijs.si	2
4	DECH	23			
4	DKRZ (FZK)	23	Kerstin Ronneberger	ronneberger@dkrz.de	23
5	France	0			
6	Italy	31			
5	INFN (INFN)	31	EnricoFattibene	enrico.fattibene@cnaf.infn.it	14
			Tiziana Ferrari	tiziana.ferrari@cnaf.infn.it	6
			DavideSalomoni	davide.salomoni@cnaf.infn.it	4

			Laura Perini	laura.perini@mi.infn.it	4
			Giorgio Maggi	giorgio.maggi@ba.infn.it	4
7	Northern Europe	16			
6	SIGMA (SIGMA)	6	Tore Maset	tore.maset@uninett.no	6
7	VR-SNIC (VR-SNIC)	10			0
8	Russia	12			
8	SINP MSU (RRC KI)	12			0
9	South East Europe	32			
9	GRNET (GRNET)	20	MariosChatziangelou	mhaggel@iasa.gr	8
			Slobodan Vrhovac	vhova@grnet.gr	12
10	UCY (UCY)	12	Nikolas Stylianides	nstyl@cs.ucy.ac.cy	6
			HaraldGjermundrod	egeemgt@cs.ucy.ac.cy	3
			MariosDikaiakos	mdd@cs.ucy.ac.cy	3
10	South West Europe	33			
11	UCM (IFAE)	33	Eduardo HuedoCuesta	ehuedo@fdi.ucm.es	11
			Jose Luis VázquezPoletti	jlvarez@fdi.ucm.es	20
			Ruben Santiago Montero	rubensm@fdi.ucm.es	2
11	UK/Ireland	35			
12	STFC (STFC)	12	Abdeslem DJAOUI	a.djaoui@rl.ac.uk	12
13	Glasgow (STFC)	23	Morag Burgon-Lyon	m.burgon-lyon@physics.gla.ac.uk	7,2
			Suzanne Scott	s.scott@physics.gla.ac.uk	12
12	Asia	42			
14	ASGC (ASGC)	36			0
15	CNU (CNU)	6			0
	Total Fed. (PM)	262			

3 Workplan

This section provides detailed analysis of the tasks appointed to the regional support teams, a time frame for implementation, the tools utilized and the metrics used to track the progress of each one. The workplan is broadly devised into three separate supporttracks, namely “Management Liaison”, “Technical Support” and “Activity Representation and Signposting”. Each one further analyzed in various subtasks.

A number of metrics have been identified in order to facilitate tracking of workgroup’s progress from NA4 and project management. These metrics will be included in the quarterly activity reports. Keeping them up-to-date and accurate will be fundamental for the task management. An online form will be setup by NA4 in a centralized web site to collect the above information

3.1 Management Liaison

Subtask ID	RP1	Start Month	1	End Month	24
Subtask Name	Communication				
Goals					
Help communicate important EGEE information (e.g. User Forum CfAs, project newsletters and other project announcements) to local users and research groups. Encourage participation of local applications to EGEE events and especially the two upcoming User Forums. Coordinate with NA4 management in case of casual activities e.g. submission of user polls and application questionnaires, organization of workshops, meetings and other live events.					
Benefits					
Participation of local communities in the major project events are important both for the success of the events but also for the dissemination of knowledge and staying in touch with the user communities.					
Milestones and Metrics to gauge Progress					
M-ID	Milestone Description			Metrics	
M-RP1-1	M10 – 4 th User Forum			Number of users contacted Number of contact iterations	
M-RP1-2	M22 – 5 th User Forum			Number of users contacted Number of contact iterations	

Subtask ID	RP2	Start Month	1	End Month	24
Subtask Name	Reporting				
Goals					
The regional coordinator is responsible for reporting to the NA4 management. This includes quarterly reports and in some cases (after specific request) contribution to activity deliverables and milestones.					
Benefits					
This is one of the major tasks of the regional support teams. It is imperative that NA4 activity has a clear view of the users and applications on a regional level in order to appropriately identify new communities, track requirements and problems and defined actions for support.					
Milestones and Metrics to gauge Progress					
M-ID	Milestone Description			Metrics	
M-RP2-1	M03 – Quarterly Report			* Each QR is expected to contain the various metrics collected from the other subtasks within the reporting period	
M-RP2-2	M06 – Quarterly Report				
M-RP2-3	M09 – Quarterly Report				
M-RP2-4	M12 – Quarterly Report				
M-RP2-5	M15 – Quarterly Report				
M-RP2-6	M18 – Quarterly Report				
M-RP2-7	M21 – Quarterly Report				
M-RP2-8	M24 – Quarterly Report				

Subtask ID	RP3	Start Month	1	End Month	24
Subtask Name	Support for RESPECT program				
Goals					
Help identify candidate software to be included in the RESPECT program. Periodically revalidate RESPECT software.					
Benefits					
Facilitate the expansion and growth of RESPECT program. Identify software specifically targeting the requirements of local user communities and applications.					

Milestones and Metrics to gauge Progress		
M-ID	Milestone Description	Metrics
M-RP3-1	Sprint 1: M04-M05. Two months period for identifying and evaluating candidate software that will be potentially useful for local communities	<ul style="list-style-type: none"> - Number of software packages identified - Number of software packages evaluated - Number of software packages proposed for RESPECT - Number of software packages used in the region and already listed in RESPECT
M-RP3-2	Sprint 2: M10-M11. Two months period for identifying and evaluating candidate software that will be potentially useful for local communities	<ul style="list-style-type: none"> - Number of software packages identified - Number of software packages evaluated - Number of software packages proposed for RESPECT - Number of software packages used in the region and already listed in RESPECT
M-RP3-3	Sprint 3: M22-M23. Two months period for identifying and evaluating candidate software that will be potentially useful for local communities	<ul style="list-style-type: none"> - Number of software packages identified - Number of software packages evaluated - Number of software packages proposed for RESPECT - Number of software packages used in the region and already listed in RESPECT
M-RP3-4	Sprint 4: M16-M17. Two months period for identifying and evaluating candidate software that will be potentially useful	<ul style="list-style-type: none"> - Number of software packages identified - Number of software

	for local communities	packages evaluated - Number of software packages proposed for RESPECT - Number of software packages used in the region and already listed in RESPECT
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3.2 Technical Support

Subtask ID	RP4	Start Month	1	End Month	24
Subtask Name	First line Application Porting support				
Goals					
<p>Provide first line local support for legacy and new applications. This includes initial consultation for a proper way to adopt grid technologies, introduction of the various tools available and suggestions for a specific gridification path. In cases further and more specialized support is required the users should be directed to the NA4 Application Porting Team. The decision to forward the request to the latter should be based on the complexity of the application taking into account the limited resources (mainly in terms of funding) of regional participation. Request for application porting supported should follow a formal procedure, initiated by opening a ticket in GGUS, flagged appropriately as porting request. The Application Porting team should acknowledge reception of request in which case the ticket is closed and the task is no longer responsibility of the regional support team.</p>					
Benefits					
<p>The main beneficiaries of this subtask are the new user communities that enter the grid and received a first line of localized grid application porting support. This will potentially facilitate their first steps in using the EGEE infrastructure and in the long run will increase the size and penetration of EGEE in many new and diverse scientific disciplines and applications. In the NGI era application support of this level is envision to be one of the main tasks of local teams.</p>					
Milestones and Metrics to gauge Progress					
M-ID	Milestone Description			Metrics	
M-RP4-1	M03 – Quarterly Report			Number of applications supported	

		<p>Number of users impacted</p> <p>Number of new applications introduced during the past quarter</p> <p>Number of support requests received</p> <p>Number of tickets opened for Application Porting Team</p>
M-RP4-2	M06 – Quarterly Report	<p>Number of applications supported</p> <p>Number of users impacted</p> <p>Number of new applications introduced during the past quarter</p> <p>Number of support requests received</p> <p>Number of tickets opened for Application Porting Team</p>
M-RP4-3	M09 – Quarterly Report	<p>Number of applications supported</p> <p>Number of users impacted</p> <p>Number of new applications introduced during the past quarter</p> <p>Number of support requests received</p> <p>Number of tickets opened for Application Porting Team</p>
M-RP4-4	M12 – Quarterly Report	<p>Number of applications supported</p> <p>Number of users</p>

		<p>impacted</p> <p>Number of new applications introduced during the past quarter</p> <p>Number of support requests received</p> <p>Number of tickets opened for Application Porting Team</p>
M-RP4-5	M15 – Quarterly Report	<p>Number of applications supported</p> <p>Number of users impacted</p> <p>Number of new applications introduced during the past quarter</p> <p>Number of support requests received</p> <p>Number of tickets opened for Application Porting Team</p>
M-RP4-6	M18 – Quarterly Report	<p>Number of applications supported</p> <p>Number of users impacted</p> <p>Number of new applications introduced during the past quarter</p> <p>Number of support requests received</p> <p>Number of tickets opened for Application Porting Team</p>
M-RP4-7	M21 – Quarterly Report	<p>Number of applications supported</p> <p>Number of users impacted</p>

		Number of new applications introduced during the past quarter Number of support requests received Number of tickets opened for Application Porting Team
M-RP4-8	M24 – Quarterly Report	Number of applications supported Number of users impacted Number of new applications introduced during the past quarter Number of support requests received Number of tickets opened for Application Porting Team

Subtask ID	RP5	Start Month	1	End Month	24
Subtask Name	Regional VOs Support				
Goals					
<p>The team should identify and propose the establishment of new regional VOs in order to facilitate deployment of applications and collaboration of regional teams that have exhausted the capabilities of regional catch-all VOs.</p>					
Benefits					
<p>Many general purpose, multi-disciplinary but also discipline-specific VOs have strong regional flavour and are being established in order to serve specific needs of local teams. Sometimes it might not be clear who is responsible for these VOs (e.g. for managing subscriptions, software installation etc). The regional support teams are natural candidates to take over this role although in many cases the administration effort can be considerable. With the envisioned upgraded role of regional support teams in the EGI/NGI model it will be beneficial to aim strong involvement of the teams in VO support tasks.</p>					

Milestones and Metrics to gauge Progress		
M-ID	Milestone Description	Metrics
M-RP5-1	M03 – Quarterly Report	<p>Number of regional VOs managed</p> <p>Number of new regional VOs established</p> <p>Number of software packages installed in local VOs</p>
M-RP5-2	M06 – Quarterly Report	<p>Number of regional VOs managed</p> <p>Number of new regional VOs established</p> <p>Number of software packages installed in local VOs</p>
M-RP5-3	M09 – Quarterly Report	<p>Number of regional VOs managed</p> <p>Number of new regional VOs established</p> <p>Number of software packages installed in local VOs</p>
M-RP5-4	M12 – Quarterly Report	<p>Number of regional VOs managed</p> <p>Number of new regional VOs established</p> <p>Number of software packages installed in local VOs</p>
M-RP5-5	M15 – Quarterly Report	<p>Number of regional VOs managed</p> <p>Number of new regional VOs established</p> <p>Number of software packages installed in local VOs</p>

M-RP5-6	M18 – Quarterly Report	Number of regional VOs managed Number of new regional VOs established Number of software packages installed in local VOs
M-RP5-7	M21 – Quarterly Report	Number of regional VOs managed Number of new regional VOs established Number of software packages installed in local VOs
M-RP5-8	M24 – Quarterly Report	Number of regional VOs managed Number of new regional VOs established Number of software packages installed in local VOs

Subtask ID	RP6	Start Month	1	End Month	24
Subtask Name	Documentation Review and Localization				
Goals					
<p>Review existing documentation; provide suggestions for improvement, open bugs in GGUS etc. For a selected number of support documents localize them according to language specific local community requirements. Documentation review will be organized in coordination with the DUS in four individual sprint periods.</p>					
Benefits					
<p>Significant volume of documentation, some of which exposing high quality, has been developed locally by various regional grid specialists and support teams. Collectively this material provides an important source of know how that should be exploited by the Direct User Support (DUS) documentation subtask. Regional teams can relieve much of the burden of searching and evaluating existing documentation in various regions that otherwise will fall in the responsibilities of DUS team. On the other hand DUS having a central role in documentation development, will ensure consistency, will identify overlap among provided</p>					

material, end consolidate the otherwise desperate knowledge in a central body of information.

Conversely, much of the support material developed in the context of DUS varies from region to region. A typical use case is this of certificate issuing procedures, which are specific for each country. Here the regional teams should provide the necessary effort for localizing and keeping this information up to date. Notice, that although ideally localization would ideally mean translation to different spoken languages used in the region, realistically the limited time and resources reserved for regional participation does not permit such activities. Nevertheless, and keeping an eye to the future, one would expect that such tasks will be one of the responsibilities of NGI-wide application support teams.

Milestones and Metrics to gauge Progress

M-ID	Milestone Description	Metrics
M-RP6-1	M02-M03: 1 st sprint. Collection of existing local documentation. Review and feedback to DUS	Number of documents evaluated Number of suggested documentation send to DUS
M-RP6-2	M08-M09: 2 nd sprint. Review of documentation created by DUS. Selective documentation localization.	Number of documents evaluated Number of suggested documentation send to DUS Number of documents localized
M-RP6-3	M14-M15: 3 rd sprint. Review of documentation created by DUS. Update of existing localized documents. Localization of additional material	Number of documents evaluated Number of suggested documentation send to DUS Number of local documents evaluated Number of new documents localized
M-RP6-4	M20-M21: 4 th sprint. Review of documentation created by DUS. Update of existing localized documents. Localization of additional material	Number of documents evaluated Number of suggested documentation send to

		DUS Number of local documents evaluated Number of new documents localized
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3.3 Activity representation and signposting

Subtask ID	RP7	Start Month	1	End Month	24
Subtask Name	Web site installation and maintenance				
Goals					
<p>Setup and maintain a web site as a central point for coordination in the region with information about the team and support opportunities from EGEE. The site should provide information about the project, the NA4 activity, the structure and responsibilities of the team and the support opportunities available for the local communities. The site should be kept up to date throughout the project duration. Various statistics about the site traffic should be gathered and periodically reported.</p> <p>A central wiki will be setup to host information for all regional teams. Individual teams may want to establish their own separate wiki. This should follow the instructions about look&feel and structure centrally defined by NA4. In the latter case the teams are also responsible for the required metrics regarding wikivisibility.</p>					
Benefits					
This web site will be the main tool to communicate between the individual teams and the local users and applications.					
Milestones and Metrics to gauge Progress					
M-ID	Milestone Description			Metrics	
M-RP7-1	M03 – Web site available with basic information			Number of wikipages maintained	
M-RP7-2	M12 – First year operation of web site. Defined metrics should be included in the first yearly report			Number of wikipages maintained Number of hits. Statistics about visitors	
M-RP7-3	M24 – Final web site content and structure. Defined metrics should be included in the final year report			Number of hits. Statistics about visitors	

Subtask ID	RP8	Start Month	6	End Month	18
Subtask Name	Local Application Registry				
Goals					
Collect information about local applications and user communities active in the region and keep a registry accessible from the regional web site. Information collection will be organized in three separate one-month sprint periods.					
Benefits					
Awareness of size and strength of local users community and identification of driving disciplines will help NA4 understand the regional requirements, identify new potential user communities and expand the exploitation of the infrastructure. This task is also important for the preparation of NGI in order to have a realistic view about the size of grid communities in the region and the main applications exploiting the grid technology.					
Milestones and Metrics to gauge Progress					
M-ID	Milestone Description			Metrics	
M-RP8-1	M06 – 1st sprint period. Initial collection of information			Number of applications Number of users Number of disciplines	
M-RP8-2	M12 – 2nd sprint period. Refresh and update of local community information			Number of applications Number of users Number of disciplines	
M-RP8-3	M18 – 3 rd sprint. Final update of the user and application local registry.			Number of applications Number of users Number of disciplines	

Subtask ID	RP9	Start Month	3	End Month	13
Subtask Name	Collaboration with other regional support teams				
Goals					
Contact other support teams in the region, active in the area of grid application porting and consultancy, funded or unfunded in the context of other EGEE-III activities or collaborating grid projects.					

Benefits

In many regions application support services are offered either ad-hoc or organized by funded or unfunded teams. Some of these teams might be involved in other activities of EGEE (e.g. SA1) or collaborating projects, and through their expertise they have gained in grid technologies are in position to consult local (e.g. co-located in the same institute) grid users and provide a first line of application gridification support. This ad-hoc support is by all means welcomed but we should verify that these teams are aware of the regional activities and support opportunities and they are kept up-to-date with the evolution of the project being informed for various user-oriented events etc. The EGEE regional support teams re-enforce this way their key role in the region and avoid double effort in outreaching and consulting existing supported applications. This activity also paves the way for the upcoming NGI model by establishing EGEE's regional teams as centers of gravity for the local application support activities in the region.

Milestones and Metrics to gauge Progress

M-ID	Milestone Description	Metrics
M-RP9-1	M3: 1st Sprint. Identify existing support teams inside EGEE and in related projects	Number of teams in the region Number of applications supported per team Number of disciplines supported per team
M-RP9-2	M13: 2 nd Sprint. Refresh the list of external application support teams and the communities they support	Number of teams in the region Number of applications supported per team Number of disciplines supported per team

3.4 Tools

A set of software tools will be required for supporting the activities of each regional team. These tools will be either provided by the project or will be the responsibility of the team itself. In detail the following software support tools are considered:

- 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.

3.5 Cross-team collaboration

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.