

User Support in CE

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CESNET EGEE effort
SA1 EGEE activity

- **Support Types and Their Providers**
- **CE Virtual Organizations Report**
- **Actual News from ESC**

- **CE User support in WBS for EGEE III project**

- SA 1.3 Support to VOs, users, applications

GGUS management and tools 0 PMs

TPM and user support effort 63 PMs

Regional helpdesk 12 PMs

- maintaining, extending and integrate regional helpdesk
- will be described in details during next presentations

Participation in site and user training 3 PMs

- organizing training for admins mainly

- **CE contributions for SA 1.3 activity**

- TPM and user support effort

SRCE	JSI	AGRID	CESNET	PL	HU	II	SAS
6	3	5	25	18	6		0

- 3 PMs for TPM per participant (CESNET, POLAND)

- **No other participant interested? Are we expecting TPM to disappear or taken care at ROC level in EGI?**

- 6 PMs for regional contribution to ESC (CESNET)

- the rest for providing experts for support system

- **Does every partner plan to contribute to this effort?**

<https://cic.gridops.org/index.phpsection=roc&page=supportedvos>

- regional VOs**

name	no of CPUs	disc space	no. of end users
HunGrid	208	20.0 TB	20
VOCE	2303	90.5 TB	435
vo.plgrid.pl	??		??

- applications-related VOs**

Auger	346	59 TB	??
Gaussian	1450	30.5 TB	??

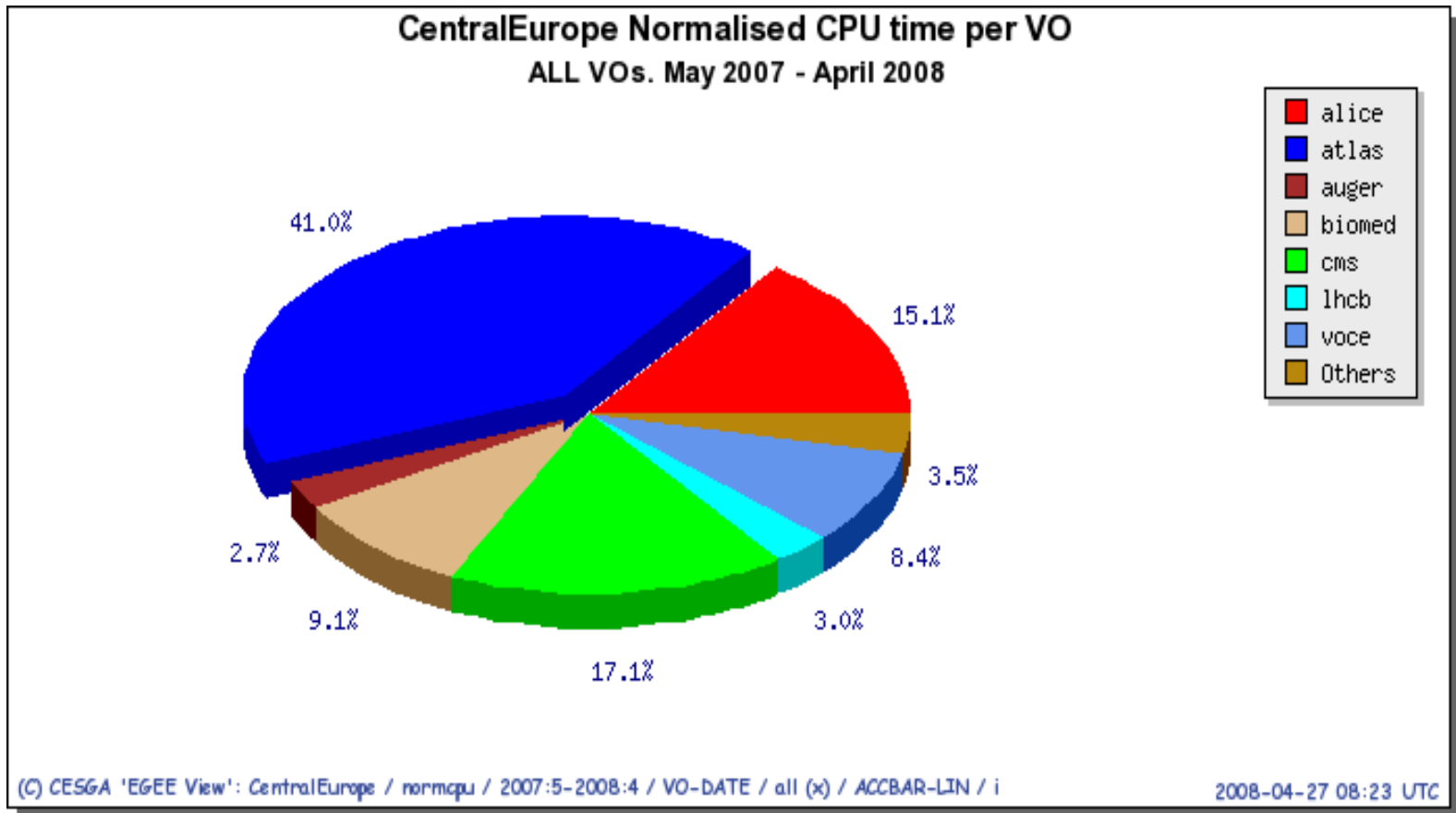
- global VOs**

Belle(572), CDF(125), GECLIPSE(886), Hone(683), Zeus(558)

- „selected VOs“**

Alice(3250), Atlas(3720), Biomed(2579), CMS(3240),
Compchem(892), ESR(56), Geant(1200), LHCb(3130), Magic(878)

http://www3.egee.cesga.es/gridsite/accounting/CESGA/egee_view.php



- **Support types in general**

- **VO support**

Which are the other VOs supported in CE region?

Who supports those VOs? How to integrate national Grids?

- more VOs are coming soon ... plasma physics, medical community

- **application support (cooperation with NA4)**

- through established application clusters, computational chemistry in CE

- **first line support**

- first-line support , operational problems
- covered by task SA1.2

- **Current state of ESC (Executive Support Committee)**
 - ESC activity (as SA1 EGEE II activity) has been stopped
 - a new body has been established to continue ESC work within EGEE III
 - **USAG - User Support Advisory Board**
 - number of participants has been significantly increased
ROCs representatives, VOs, application domains
 - USAG mandate (much broader than ESC) has been defined
 - regular monthly meetings has been agreed
 - chair position changed (A. Mills left, M. Dimou as chairwoman)
 - CESNET expects to continue ESC effort under USAG (6 PMs)

- **USAG mandate definition**

- **Examine** requirements from all relevant parties - VOs, ROCs and Sites), identify common points and differences and see how they influence the Grid Support processes and tools
- **Consolidate** all requirements taking into consideration the needs and operational procedures of ROCs and sites
- **Advise on** the consequent evolution of the Global Grid User Support (GGUS), which is the core system of the Grid support effort
- **Make known** to the appropriate forum - VOs, ROCs, sites and all other SUs suggested GGUS system evolution and the procedures that need to be updated accordingly

https://twiki.cern.ch/twiki/bin/view/EGEE/SA1_USAG#Mandate

- **Support plans**

- transformation towards EGI / NGI model
 - **Do we plan majority of ROC services to disappear?
If not, do we have plan for ROC support?
Your expectations?**
- integration with national policies
 - should use the EGEE III as a transition period
- future of current regional help desk
 - **Do we plan to keep it? Or do we plan to use GGUS only?**
- possible approaches for new VOs
 - individual request tracking systems connected to GGUS
 - direct use of GGUS (no VO specific request tracking system)

- **Towards EGI/NGIs model**
 - all different user support aspects covered in CE
 - expectation of increase of VOs support
 - especially when national Grid VOs will appear
 - time period of EGEE III project as transition phase to EGI model
 - several issues have to be decided / agreed