

## WLCG-specific special features in GGUS

*Thursday, 26 March 2009 08:00 (20 minutes)*

The user and operations support of the EGEE series of projects can be captioned “regional support with central coordination”. Its central building block is the GGUS portal which acts as an entry point for users and support staff. It is also as an integration platform for the distributed support effort. As WLCG relies heavily on the EGEE infrastructure it is important that the support infrastructure covers the WLCG use cases of the grid. During the last year several special features have been implemented in the GGUS portal to meet the requirements of the LHC experiments needing to contact the WLCG grid infrastructure, especially their Tier 1 and Tier 2 centres. This presentation will summarise these special features, with particular focus on the alarm and team tickets and the direct ticket routing, in the context of the overall user and operations support infrastructure. Additionally we will present the management processes for the user support activity, detailing the options which the LHC VOs have to participate in this process. An outlook will be given on how the user support activity will evolve towards the EGI/NGI model without disrupting the production quality service provided by EGEE for WLCG.

### Presentation type (oral | poster)

oral

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**Session Classification:** Poster session

**Track Classification:** Grid Middleware and Networking Technologies