User, Operations and VO Support in EGEE

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User support is:

- User education
- Simple access to a broad range of information
- Application integration and support
- Day-to-day support for the users of grid data, compute, networking and VO specific services

User support in a grid environment

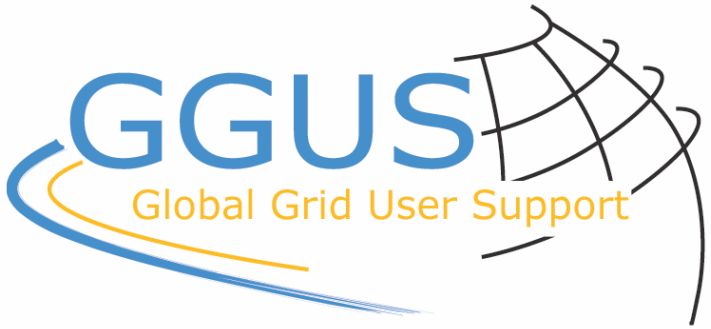
- **Distributed nature of the Grid :** experts located everywhere, sometimes in specific centres; spread of resources and services; different policies and laws

- **Variety of users :** beginners, system administrators, operators, network specialists, Virtual Organization communities

- **Variety of applications :** high energy physics, biomedical, earth observation, astrophysics, computational chemistry, etc.

EGEE approach

- Global Grid User Support (GGUS) is the EGEE support infrastructure for grid users, deployment and operation problems



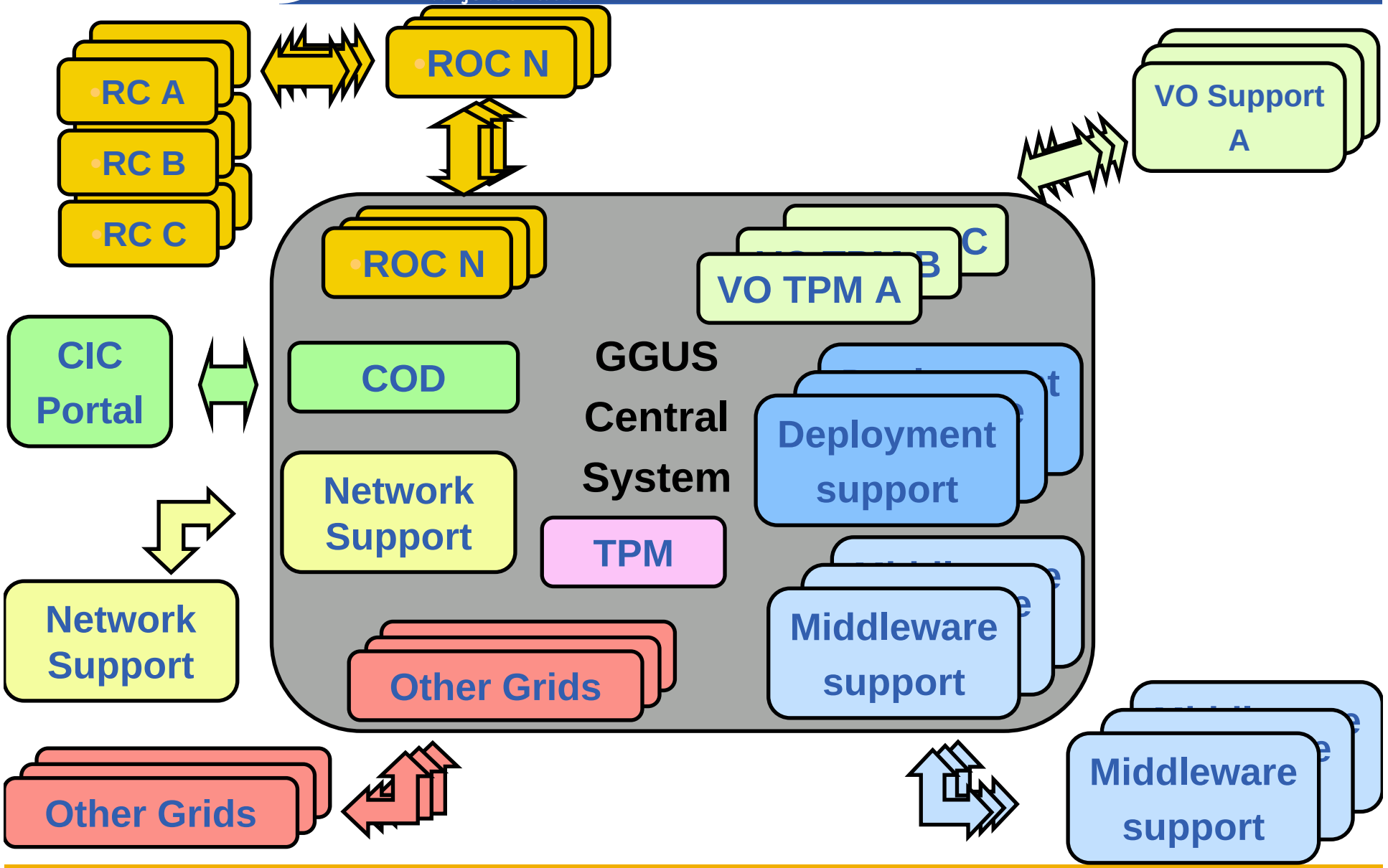
- It does not substitute but integrate existing infrastructures and coordinates support efforts

Services offered to the user

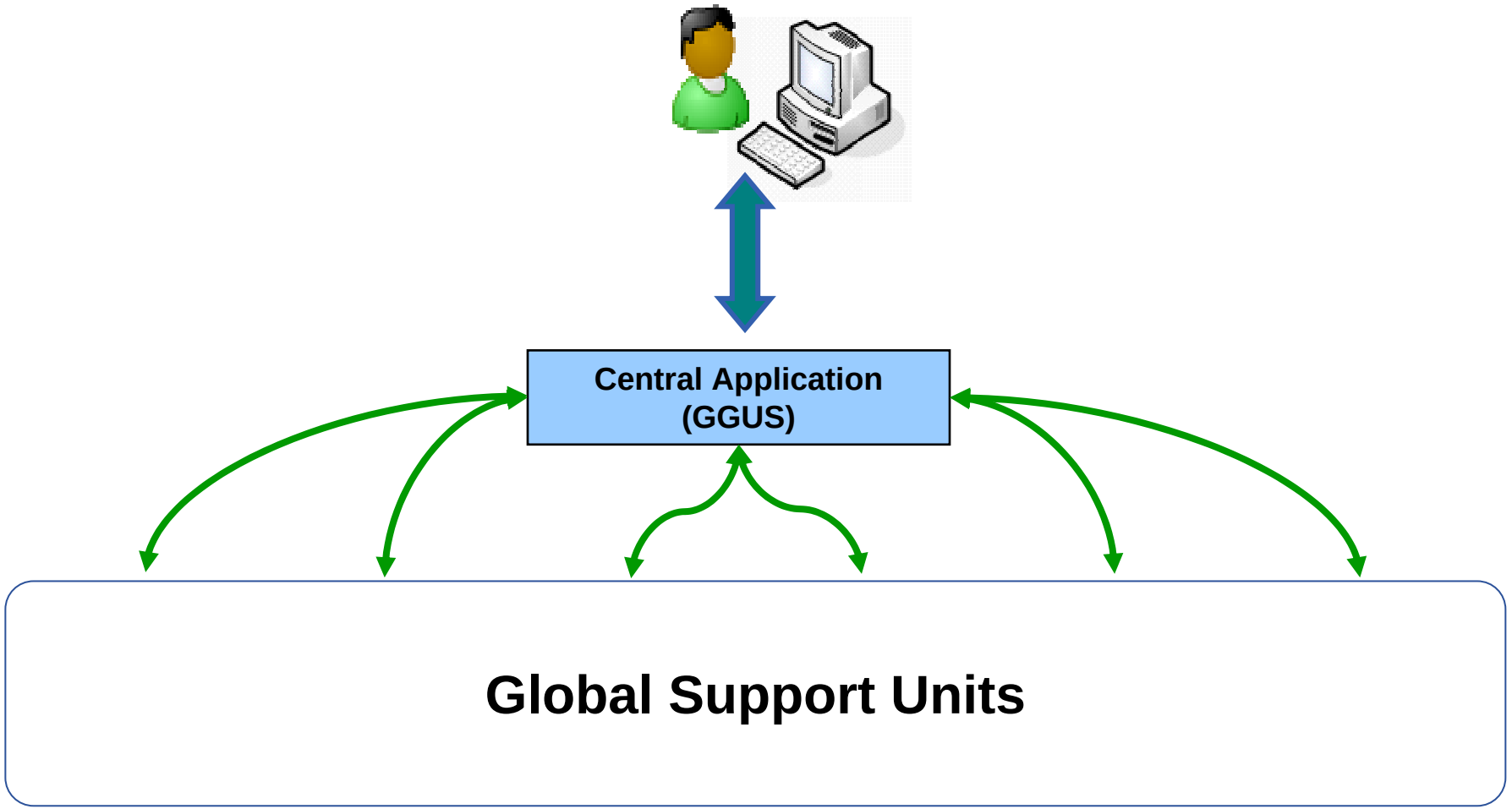
- A single access point for support
- Correct, complete and responsive support
- A portal with well structured sources of information and documentation
- Tools to help resolve problems (search engines, monitoring applications, resources status, etc.)
- Integrated interfaces with other grid infrastructures' support systems

The EGEE support infrastructure

Enabling Grids for E-sciencE



Support workflow



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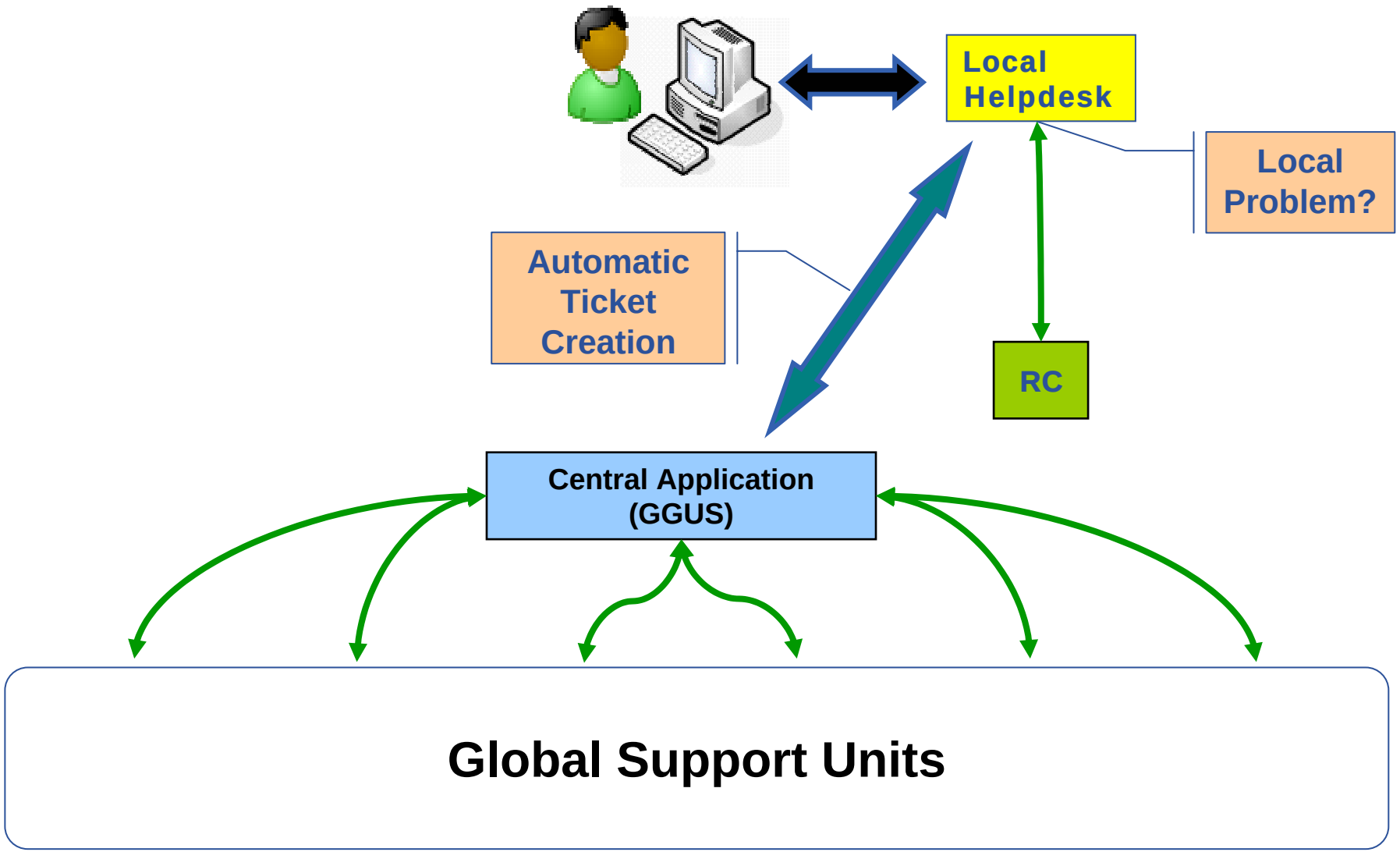
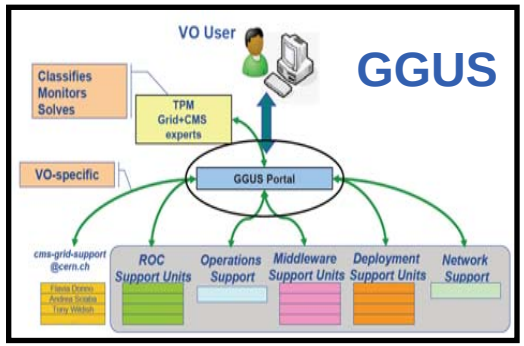
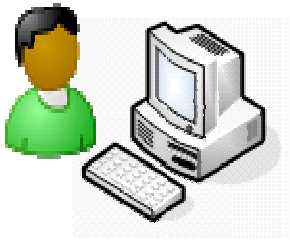
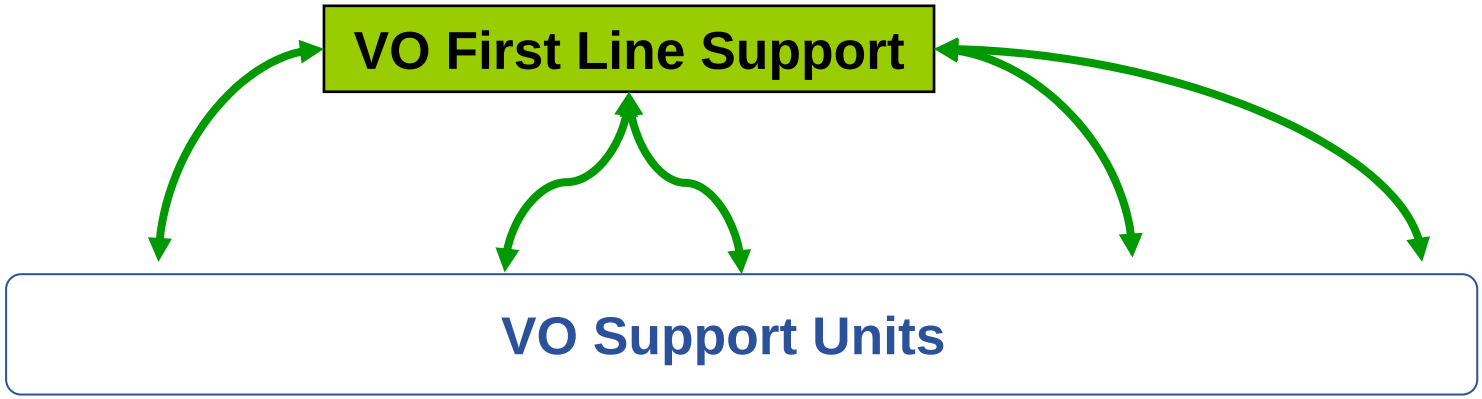


VO support workflow







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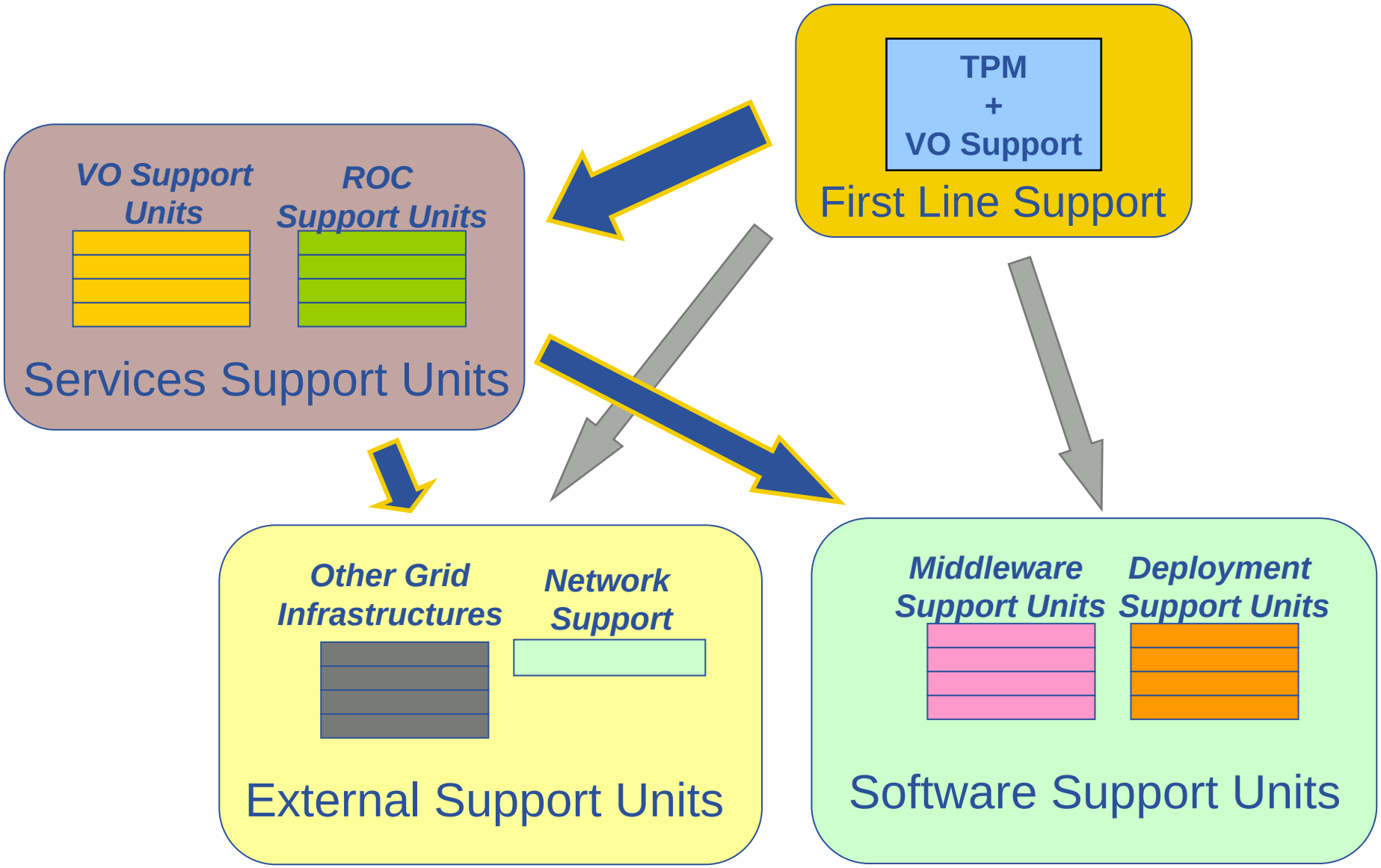
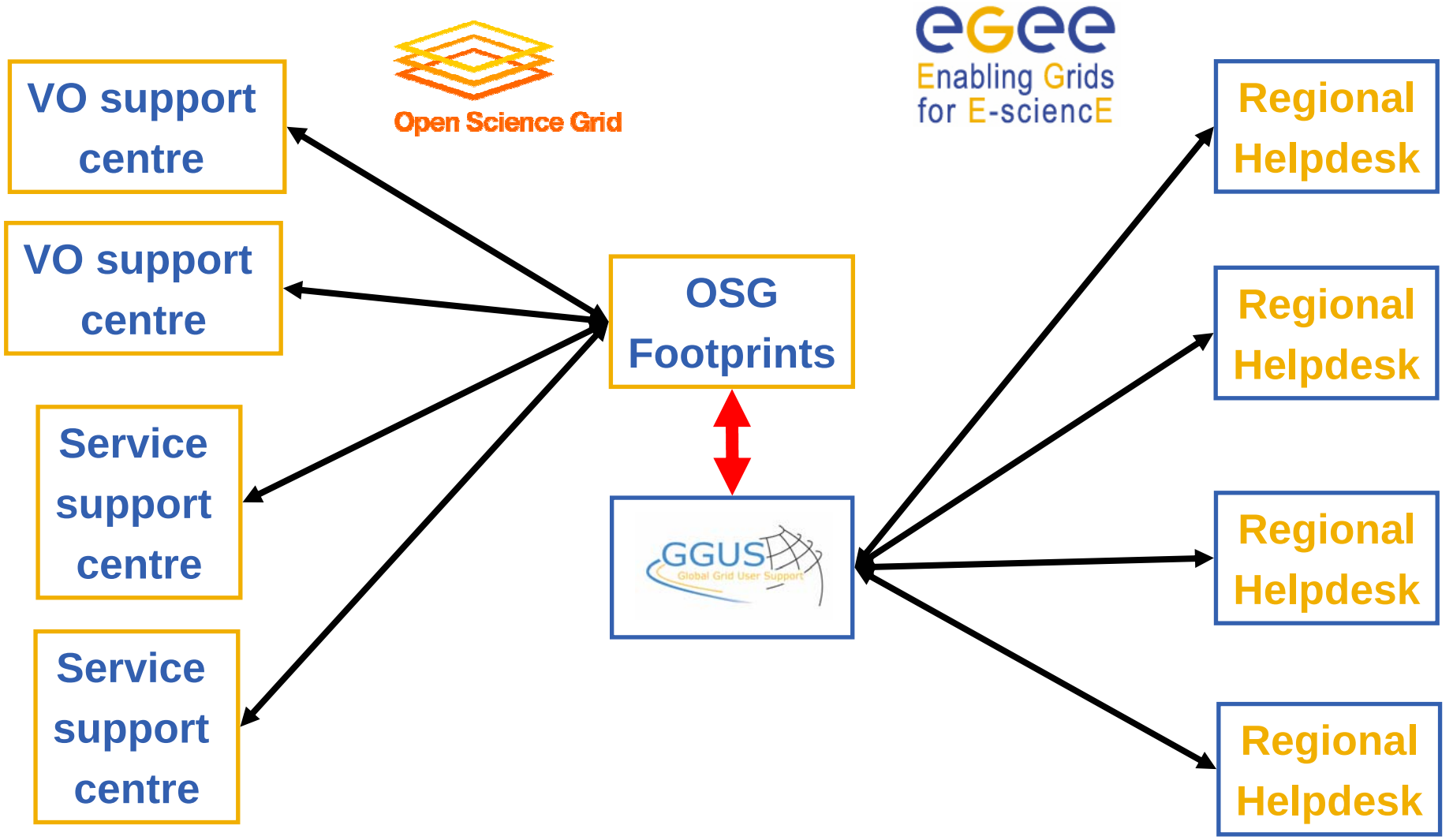


The supporters

- Ticket Processing Managers (TPM):
  grid experts as first line support
- VO first line support
- Specialized Support:
  Middleware, Deployment, VO Support
- ROCs and RCs: Local support and services
- ENOC: Network support

EGEE and OSG ticketing systems connected



Challenges

- Improve the turnaround time for ticket
  - Involve more partners in support
  - Improve supporters responsiveness
  - Improve accuracy of answers and solutions
  - Improve usability
  - Keep the support infrastructure up to date
- Most of these are resource issues

Challenges

- **Better integrate GGUS with the VO user support**
  - GGUS for VOs is just a small part of their overall user support
  - It is mainly used by experts
  - Better problem classification
  - Faster problem resolution
  - It is vital for scalability of the infrastructure that the VOs are involved in, if not solely responsible for the first line support for their users

Knowledge management in GGUS

- **Use knowledge management to improve the system**
  - automatic indexing of problem db, wikis, documents
  - semantic search engine
  - automatic solution suggestion

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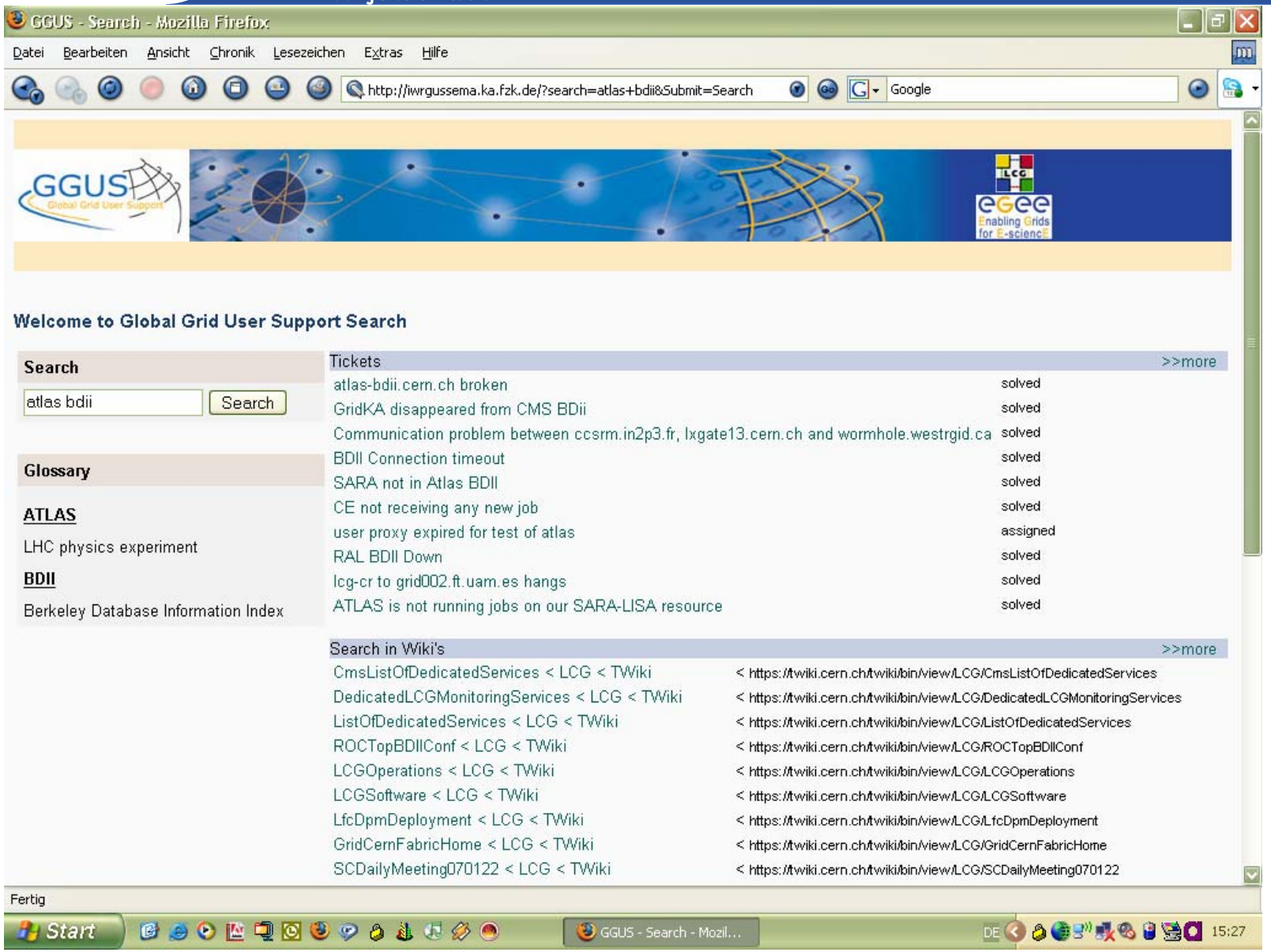
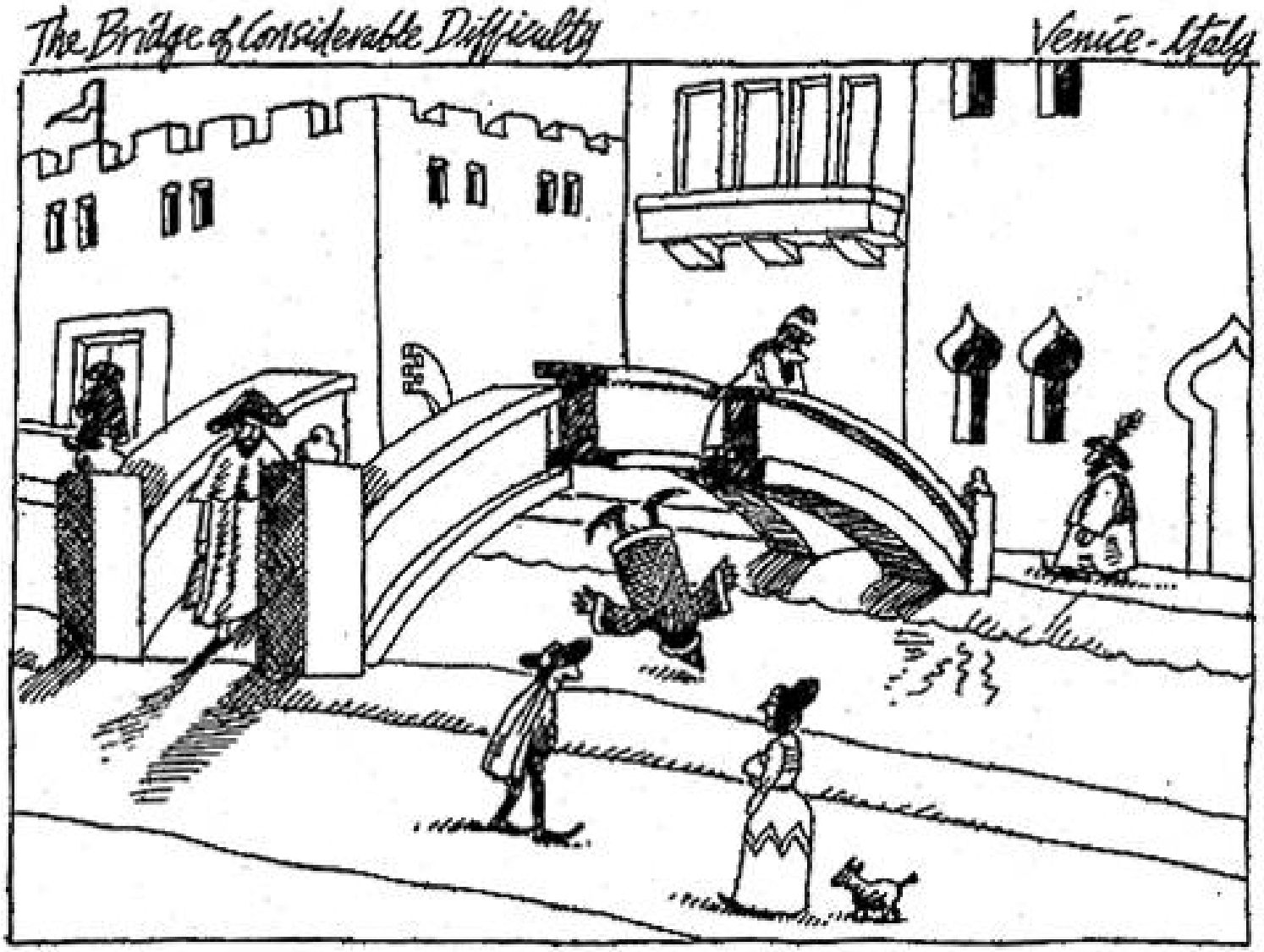
IPSI confweaver

Semantic search




The Bridge of Considerable Difficulty
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