

Enabling Grids for E-sciencE



User, Operations and VO Support in EGEE Torsten Antoni

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www.eu-egee.org

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User support is:

• User education

• Simple access to a broad range of information

Application integration and support

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 Day-to-day support for the users of grid data, compute, networking and VO specific services



- 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.





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

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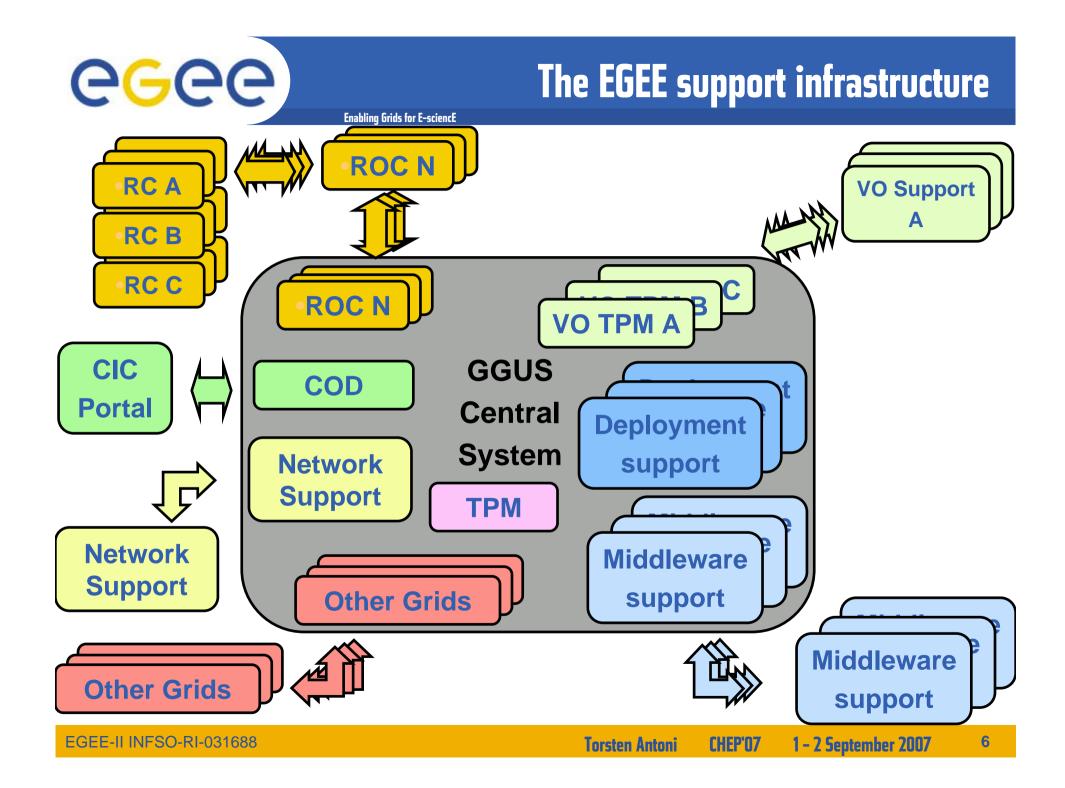
 It does not substitute but integrate existing infrastructures and coordinates support efforts



- A single access point for support
- Correct, complete and responsive support

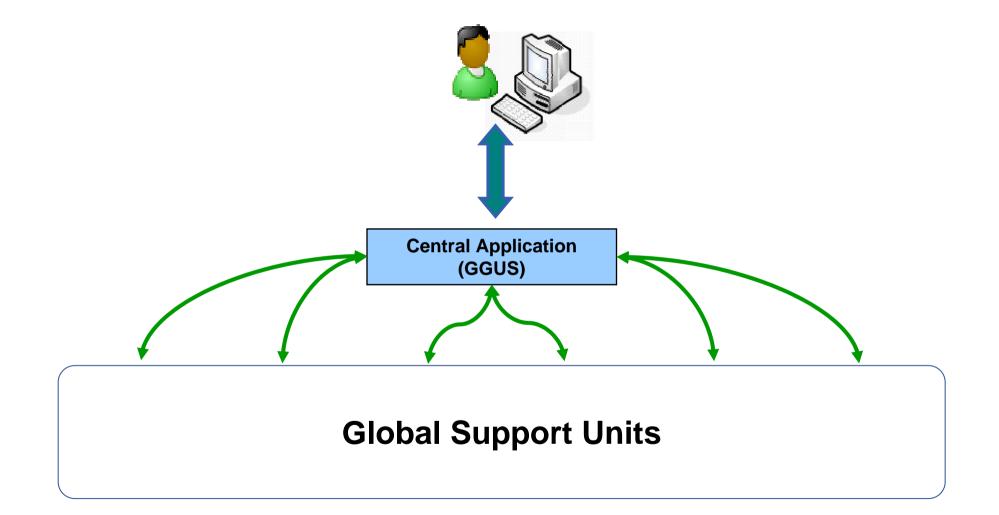
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- A portal with well structured sources of information and documentation
- Tools to help resolve problems (search engines, monitoring applications, resources status, etc.)
- Integrated interfaces with other grid infrastructures' support systems





Support workflow

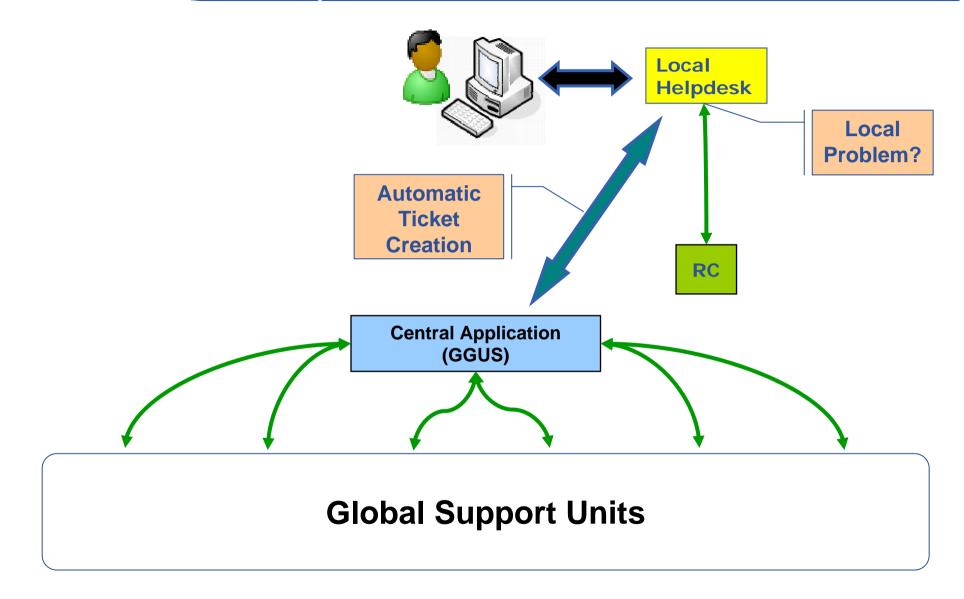


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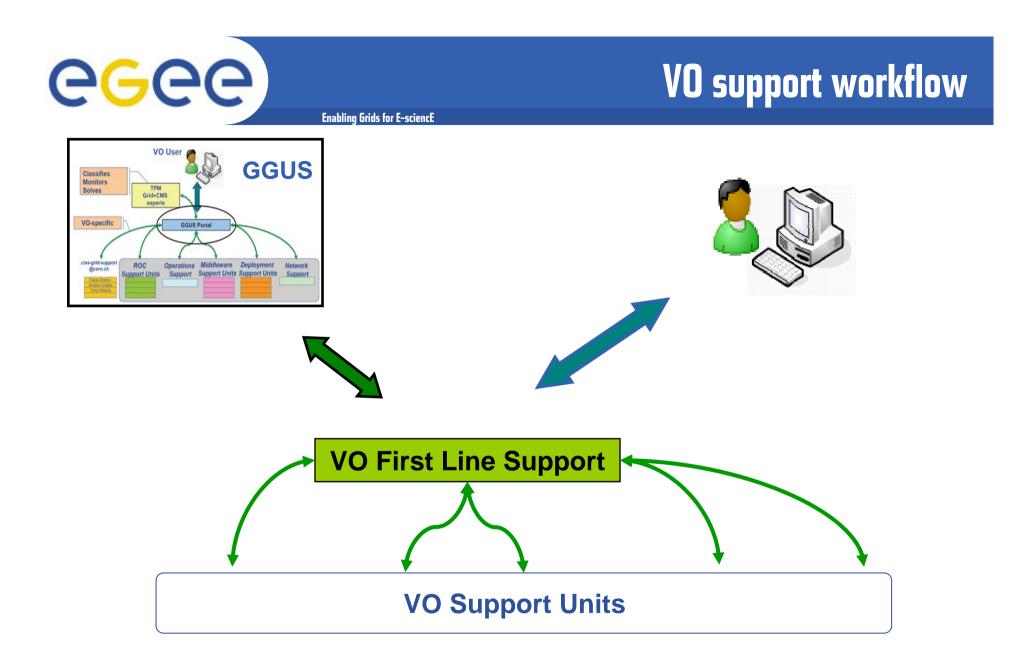


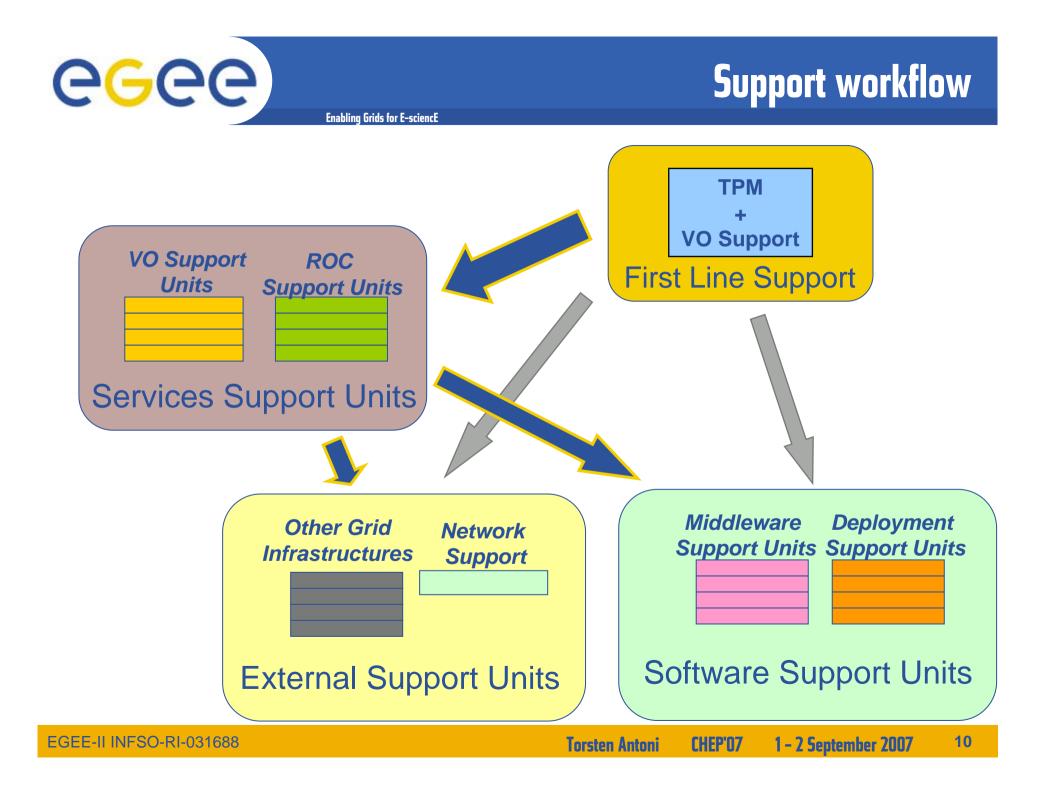
Support workflow

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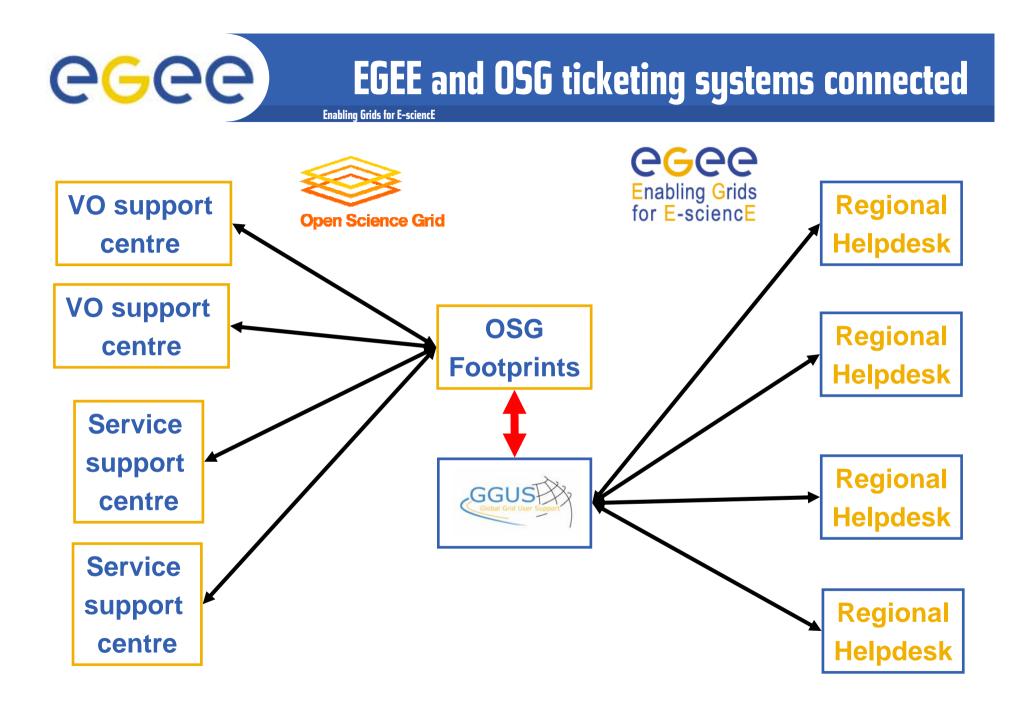




• Ticket Processing Managers (TPM): grid experts as first line support

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- VO first line support
- Specialized Support: Middleware, Deployment, VO Support
- ROCs and RCs: Local support and services
- ENOC: Network support







- Improve the turnaround time for ticket
 - Involve more partners in support

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- Improve supporters responsiveness
- Improve accuracy of answers and solutions
- Improve usability
- Keep the support infrastructure up to date

• Most of these are resource issues



- 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

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- 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



- Use knowledge management to improve the system
 - automatic indexing of problem db, wikis, documents

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- semantic search engine
- automatic solution suggestion



Fraunhofer Institut

Integrierte Publikationsund Informationssysteme

eGee

Semantic search

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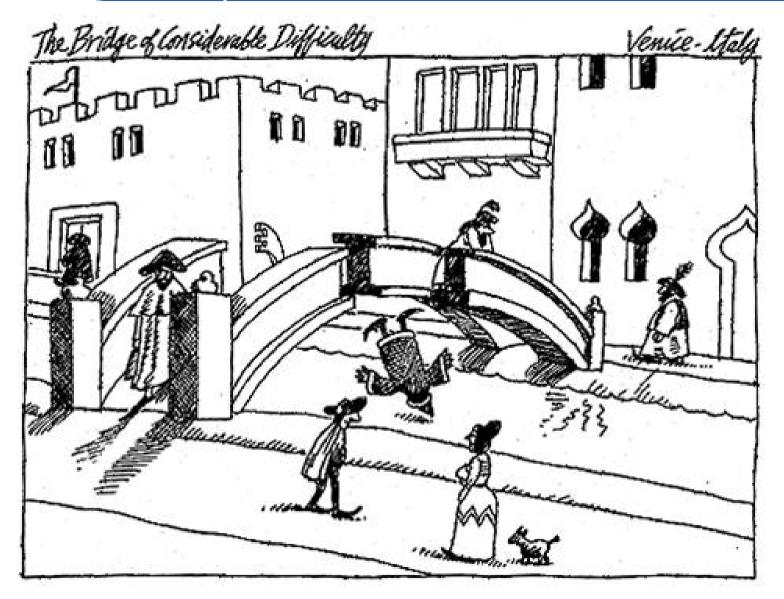
Welcome to Global Grid User Support Search

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