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Global Grid User Support - Building a worldwide distributed user support infrastructure

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The organization and management of the user support in a global e-science computing infrastructure such as EGEE is one of the challenges of the grid. Given the widely distributed nature of the organisation, and the spread of expertise for installing, configuring, managing and troubleshooting the grid middleware services, a standard centralized model could not be deployed in EGEE. This paper presents the model used in EGEE for building a reliable infrastructure for user, virtual organisation and operations support. The model for supporting a production quality infrastructure for scientific applications will be described in detail. The advantages of the chosen model will be presented and the possible difficulties will be discussed. We will describe the ongoing efforts to build a worldwide grid user support infrastructure in the framework of WLCG by achieving interoperability between the EGEE and OSG user support systems. In this paper we will also describe a scheme of how knowledge management can be used in grid user support and first steps towards a realisation in the framework of the EGEE user support infrastructure.

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EGEE/WLCG

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