What is the Issue?

- **Quite understandably, projects attempt to organise complete structures within themselves**
  - This is particularly understandable for projects with multiple clients like EGEE
  - However, the clients are themselves large and complex projects and have their evolved their own structures
  - The interface is a large grey area where there are not clear responsibilities
- **I believe that this is introducing the theme of the next 9 months; it will become particularly acute as:**
  - User analysis grown
  - Tier 2s and beyond move to their allotted roles

Example: Production

- **This has a large variation with experiment and region**
- **Experiment:**
    - Some experiments have a (very 'grid') central production effort and team
    - Some have a (very pragmatic) local production team
    - Some do not have a large or appropriate local community
- **Tier 1s:**
    - Some Tier 1s are dedicated to one VO, and so can liase well with a central team
    - Some serve multiple Vos and so have a generic team that has to interface with the experiment
- **Issues**
    - How can an experiment organise centrally yet link to generic local teams?
    - How can the Tier 1s serve well production clients who are not local?

User Support

- **Projects like EGEE have problem reporting and support structures like GGUS**

- **Experiments have or plan support structures and users are used to this**
  - **Who does the user go to first?**
  - **Opinion: the experiment**
  - **Can imagine many cases with tickets playing 'ping-pong' between two structures**

- **How do the two support structures form joint planning.**

- **How do they communicate on a hour-by hour basis?**

- **Observation (which is not a attack on anyone): most experiment response to issues comes through CERN. This is probably worth recognising**