



Enabling Grids for E-science

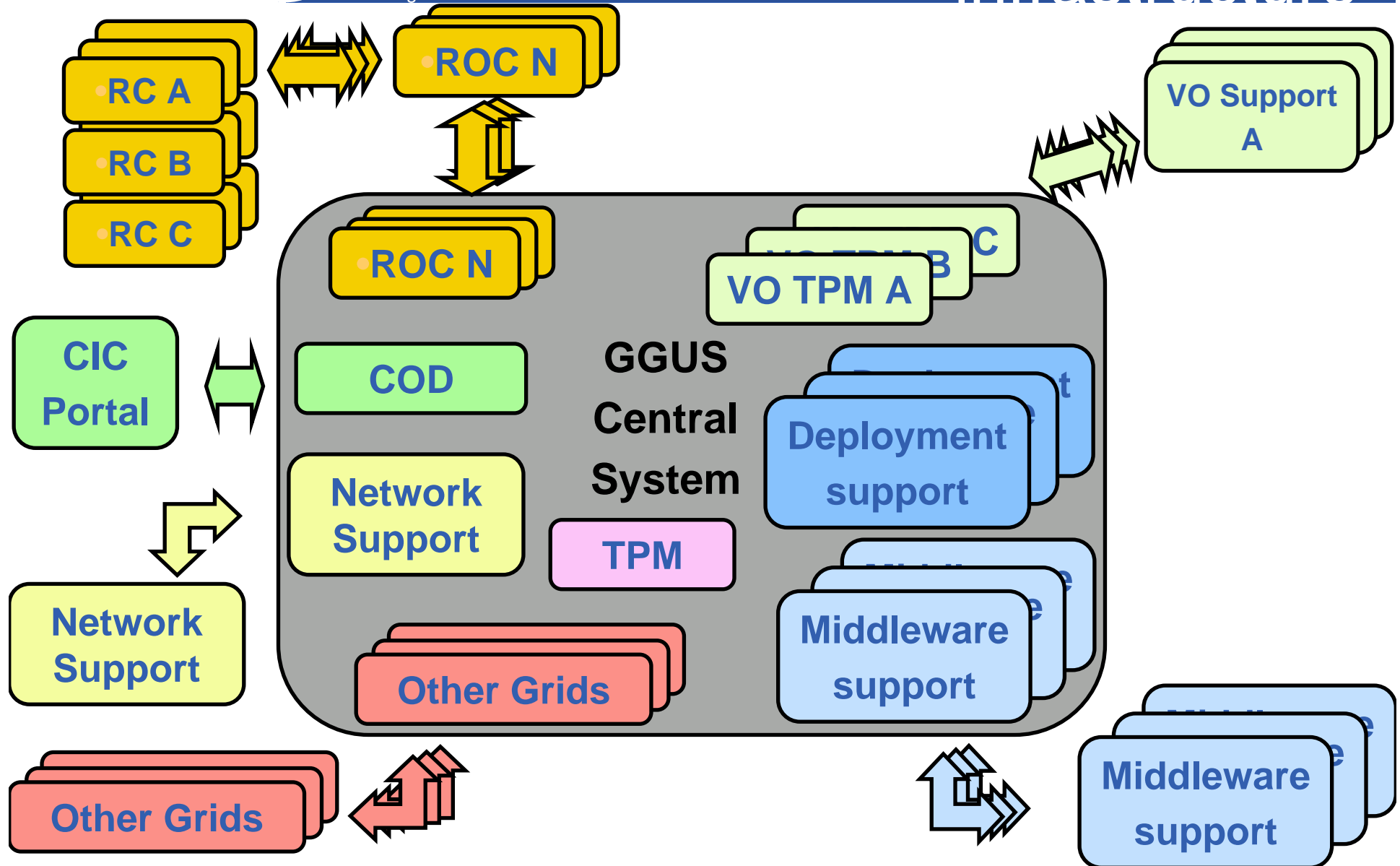
The EGEE User Support Infrastructure

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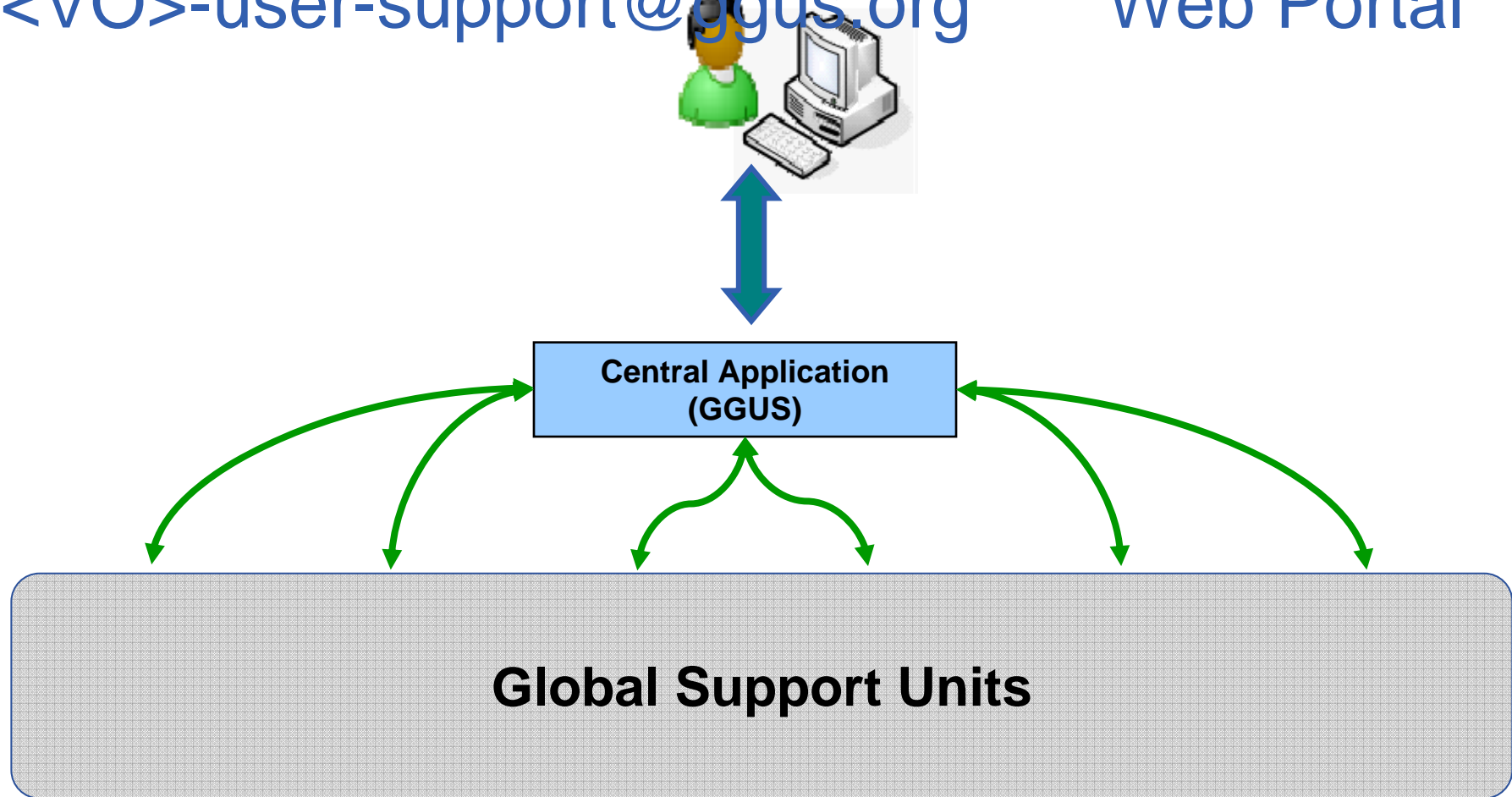


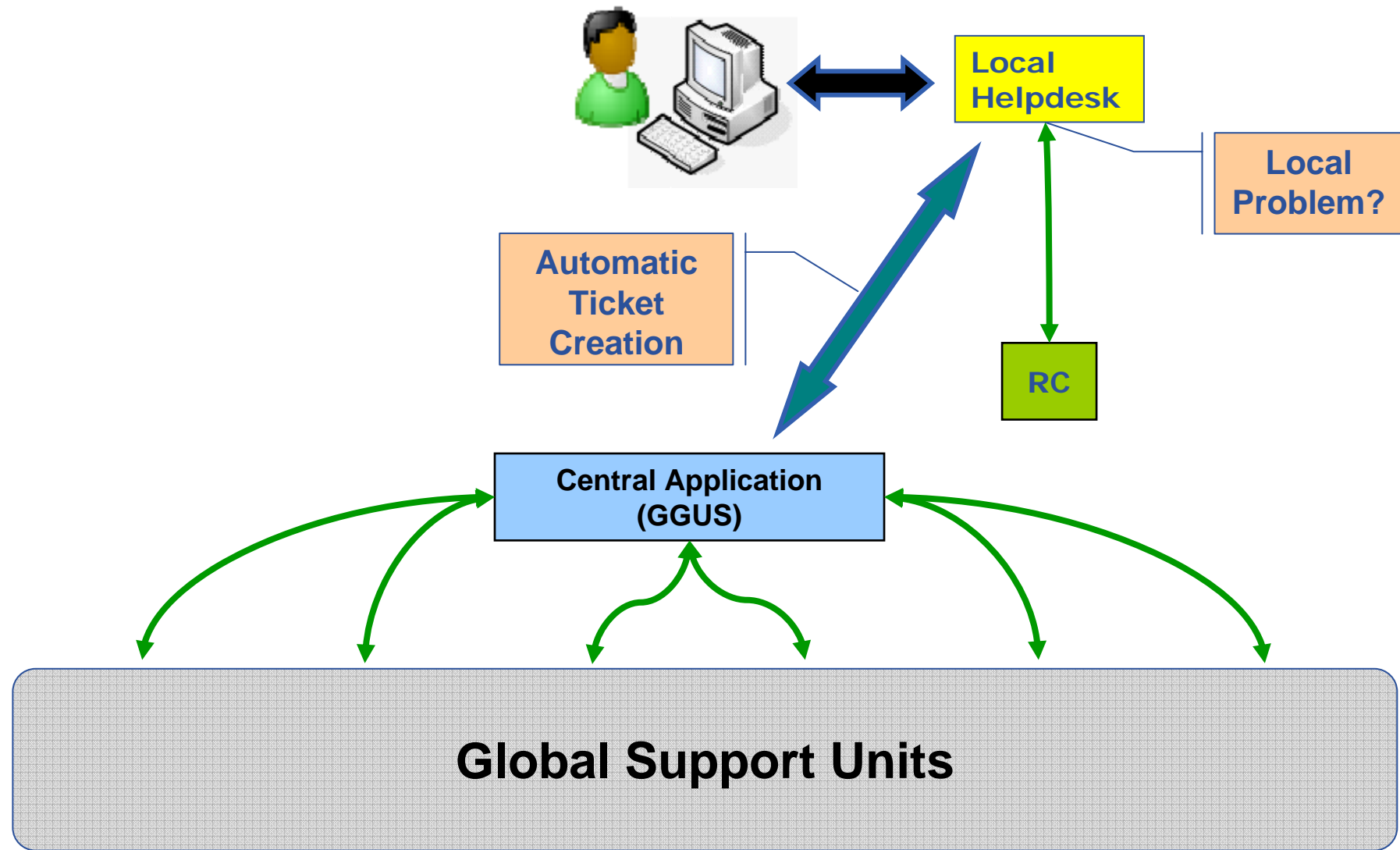
- GGUS starts in 2003 as a prototype support system in LHC
- Strictly hierarchical structure in LCG (tier model)
- Transition to EGEE meant migration to a different operations model: **The federative approach**
- 11 Regional Operation Centres instead of a Grid Operation Centre

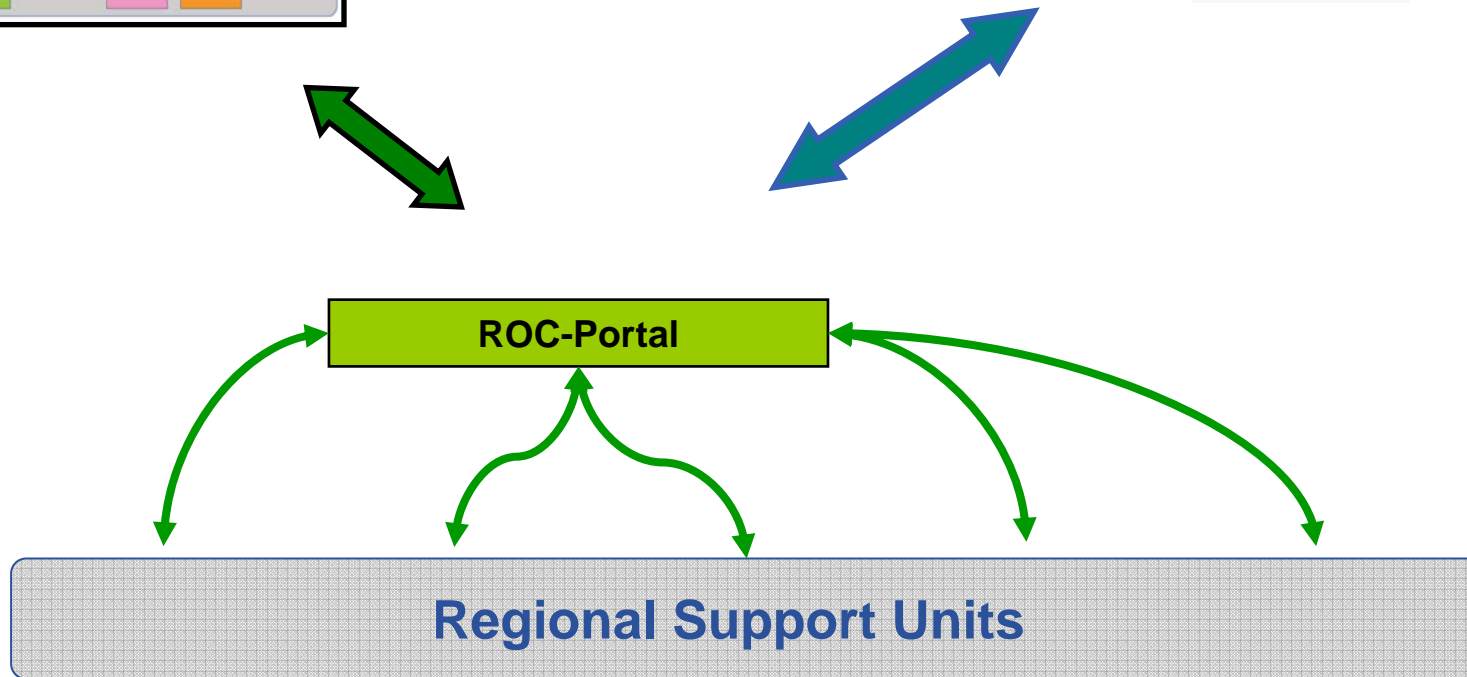
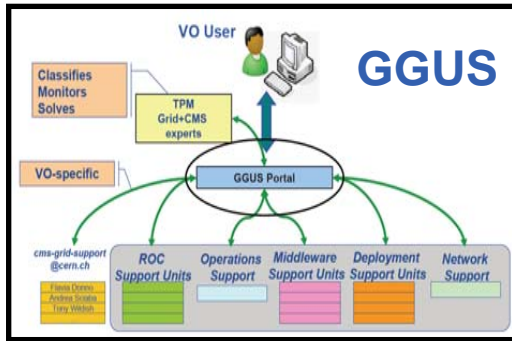


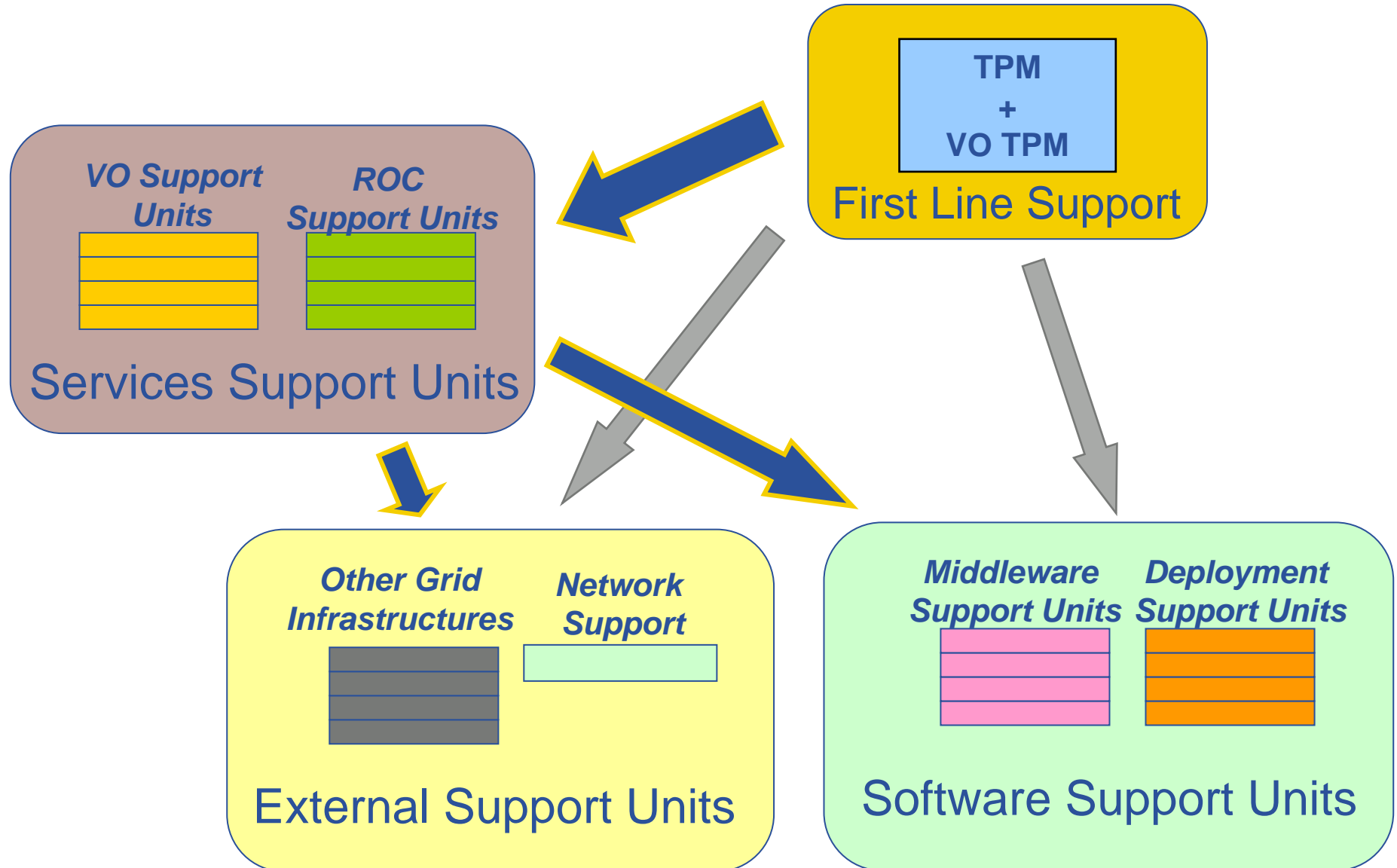
<VO>-user-support@ggus.org

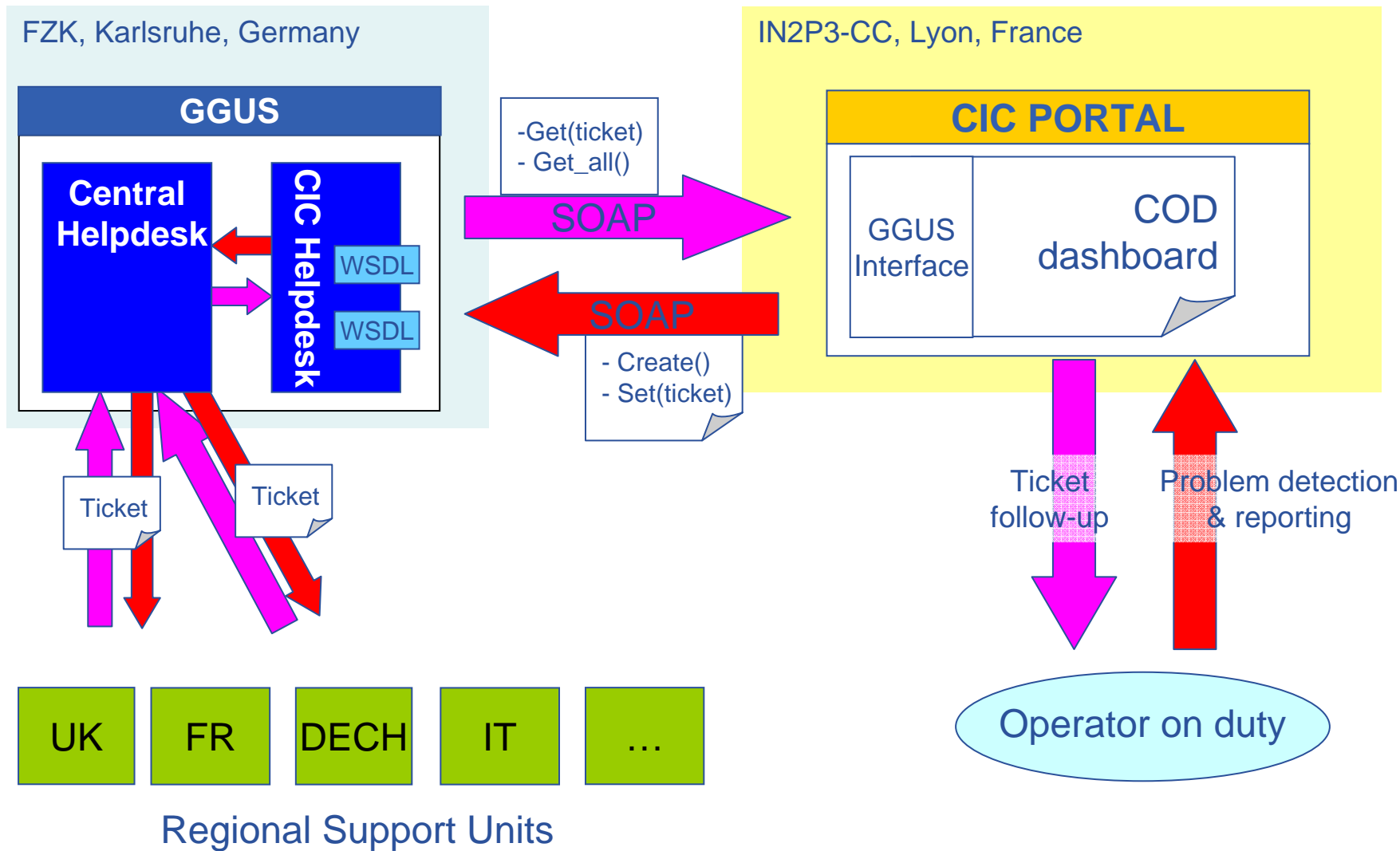
Web Portal

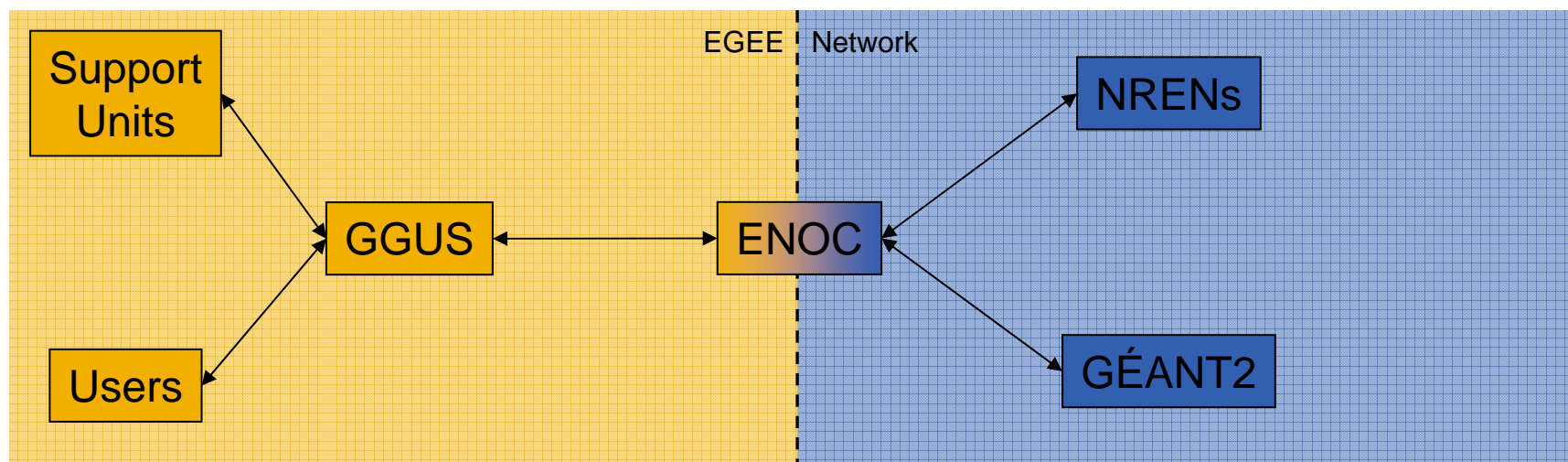






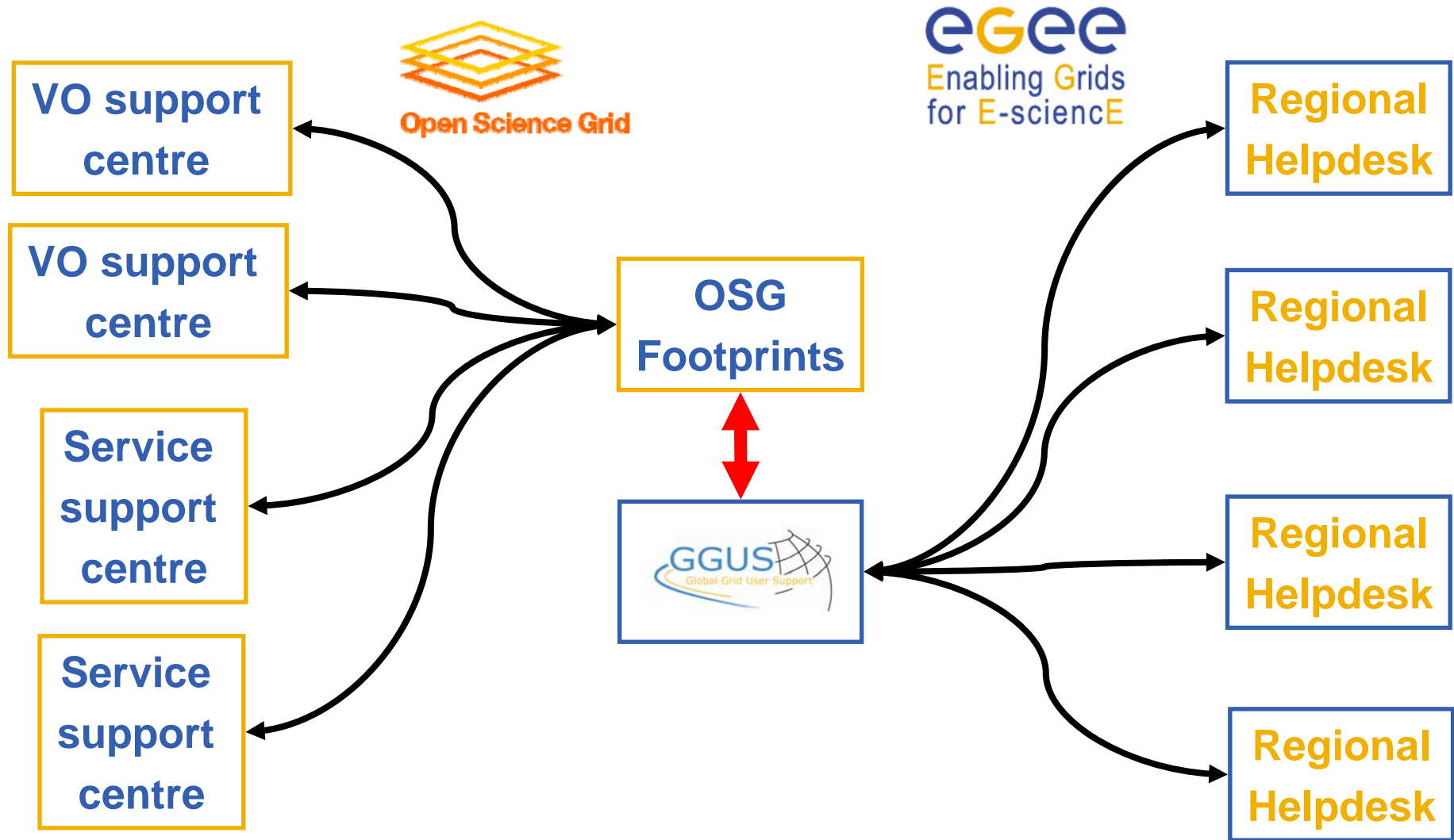






- Interface with NRENs is running like in EGEE:
 - ENOC receives Trouble Tickets (incident, maintenance) from GÉANT and the NRENs (currently France, Germany, Greece, Hungary, Ireland, Italy, Russia, Spain, Switzerland, and United Kingdom);
 - More to come: Poland, the Netherlands, Czech Republic;
 - Forward it to GGUS after analysis and if relevant to EGEE.
- Identified as the Network Support unit in GGUS:
 - 2nd level support for network related issues.

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



- Involve more partners in support
 - Share the workload
 - Spread the knowledge
- Improve supporters responsiveness
 - Training
 - Raise awareness for support issues
 - More resources (more supporters)
- Improve usability

- Improve accuracy of answers and solutions
 - Training
 - Monitor support groups' performance
- Improve response times
 - Training
 - Define SLAs together with operations
- Keep the support infrastructure up to date

- **Involve the VOs in the first line support**
 - Better problem classification
 - Faster problem resolution
 - Vital for scalability of the infrastructure
- **Report non-responsive SUs**
 - services SUs to weekly operations meeting
 - software SUs to EMT meeting

- All of the above
- Spam tickets
 - nuisance
 - what to do
- VO participation
 - first line
 - second line (services/software)
- Diversity of reporting tools
- Your issues (especially your issues!!)
 - ...