

User Support

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PTB, April 10th 2002

The logo for DataGrid, featuring the word "Data" in orange above "GRID" in black, with a blue globe icon behind the letters.

DataGrid Goal

- ✧ User Support infrastructure should allow
 - ✓ All users of DataGrid to get answers to their questions
 - ✓ Access to the DataGrid documentation up-to-date
- ✧ Users could be
 - ✓ Scientist using the DataGrid Testbed
 - ✓ Local system administrator of a DataGrid site
- ✧ Questions could be
 - ✓ All kind of questions related to the DataGrid project
 - Certificate questions
 - Installation questions
 - Use of the Grid (user command, administrator's site command,...)
 - Forgetting password
 - ...

The logo for 'Data GRID' features the word 'Data' in orange above 'GRID' in black, with a blue globe icon behind the letters 'I' and 'D'.

Proposed structure

- ✧ The basic idea behind the proposed scheme is
 - ✓ A knowledge base to gather the scattered experience earned
 - ✓ An easy self-help systems
 - ✓ An access to the documentation of Testbed (Software use an installation, general use of the Testbed, ...)
 - ✓ Hierarchical levels of support



User Interface

- ✧ The User Support should provide **one unique** Help system
- ✧ User could through www interface
 - ✓ Browse for fast answer to most common questions
 - ✓ Search (keywords, natural languages ?) in a large knowledge base
 - ✓ Ask to the User Support team
- ✧ User could contact User Support by :
 - ✓ Phone
 - ✓ Email
 - ✓ WWW



Support Team interface

- ✧ The support team interface should be able to:
 - ✓ Handle the flow of Questions-Answers
 - ✓ Query the knowledge base and specific knowledge bases (Redhat, Globus)
 - ✓ Find the appropriate person to obtain an answer to specific question
 - ✓ Update the knowledge base and documentation easily



Idea from CERN support

- ✧ Two level of support
 - ✓ The first one must be able to answer most of questions using the shared knowledge base
 - ✓ The second level is for critical questions, make up with expert persons
- ✧ A question is assigned to one person and followed by this person until the answer is given
- ✧ Comment: Users generally prefer to ask the support than search into knowledge base



Idea from CERN support

- ✧ The support Team must know and be an user of the supported software (Testbed administrator and DataGrid user)
- ✧ The shared knowledge base must be
 - ✓ Easy to browse
 - ✓ Easy to update
- ✧ No outsourcing
- ✧ Dedicated persons full time

Possible tools

✧ Commercial

- ✓ Remedy, used by CERN support
- ✓ Landesk from Intel
- ✓ ...

✧ Free

- ✓ Liberum Help Desk
- ✓ DCL
- ✓ Mantis
- ✓ Knowledge Kit
- ✓ ...



✧ Support Team, volunteers ?