User Support

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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
    - …

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 generaly 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

- Support Team, volunteers ?