EGSC

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http://www.grid-support.org

Background

- Many grid projects in Europe under way
- As activities cross geographical boundaries so does support
- Duplication of tasks
  - and needs!
- Crucial MW components are non-European
  - Lack of expertise

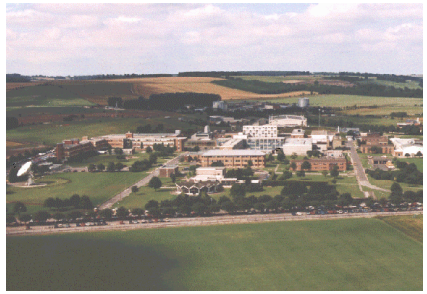
Motivation

- Support is critical for the success of Grids
  - System support
  - User support
- Requires cooperation of multiple organizations
  - Problem resolution
  - Software validation
- Sharing of human resources
- Distributed infrastructure

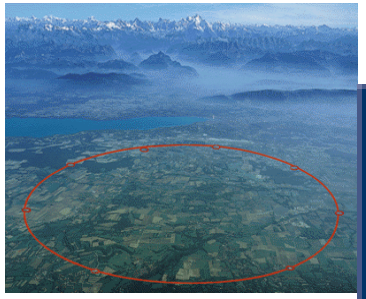
EUROPEAN GRID SUPPORT CENTER

Member organizations

CCLRC
Rutherford Appleton Laboratory



PDC



CERN

Mission

- Provide support, training, and outreach programs aimed at ensuring the success of European deployment and use of Grids.

- Operate a dedicated, professional operations capability for essential infrastructure elements and applications.

Our role

- Second-level support for some selected crucial middleware components
  - “Local” expertise
- Watching out for European needs
  - Special requirements
  - Special environments
- Influential voice
  - Funnel the different needs

Our role (cont.)

- Prototype!
  - Please be gentle with us for a while longer…

Still booting up…

- Current scope: Globus Toolkit v2.x
  - v3 in the fall
- Well established communication with the Globus people
  - You find us in Bugzilla
  - Helped out in 2.4 release
  - Improving nightly builds and test suite

Future

- Integration into the daily routines of local help desks
- Improve interactions and workflows
- Widen the scope
  - Condor? NMI? EDG?
  - Additional grid projects?
  - Additional partners?