

3 Topics

- **Support model**
 - each ROC 24x7? Change possible?
 - Europe only: how many people work at nights/weekends
- **Problem tracking tool & knowledge database**
 - centralized vs. distributed
 - language
 - software
- **Support vs. operations staff**
 - different sets of people
 - operations also 24x7? On call? At every RC?

Model 1: “Replicated”

- All ROCs will setup a 24x7 helpdesk
- Excellent user integration and no language problems
- Large number of staff needed (at least 8 in each center, plus operations staff)
- Large amount of coordination among ROCs
- Every ROC has to have liaison with other support groups

Model 2: “Centralized”

- 1 ROC provides 24x7 Support (GGUS)
 - also: 3 ROCs in different time zones
- Only GGUS staff needed (about 15FTE - 5 per shift)
- Single liaison with other support groups
- Language problems
- Centralized problem tracking tool

Model 3: “Distributed”

- All ROCs set up daytime helpdesk on working days ($\geq 8 \times 5$)
- Night and weekend pooled at 1-2 ROCs
- Good user integration, some language problems
- Large number of staff needed (≥ 2 per ROC) plus night and weekend (~ 20 FTE)
- Large amount of coordination among ROCs
- Many liaisons with other support groups

To Do

- Identify people responsible for support at each ROC
- Decide on support model
- Establish problem tracking system
 - collect requirements
 - centralized? distributed?
- Collect requirements for operational tools
- Define procedures/workflows for problem resolution
 - identify people responsible for VOs, MW, (RCs, CICs)