3 Topics

- ## Support model
  - each ROC 24×7? 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 24×7? On call? At every RC?

Model 1: "Replicated"

- All ROCs will setup a 24×7 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 24×7 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 (≥8×5)

- 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)