

1 Response from Feds/ROCs for request for help with Support on Duty  
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3 Response  
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5 Note - this is work in progress, and I welcome corrections.  
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7 FR 0  
8 D-CH 0  
9 UK See below  
10 RU Nothing yet  
11 CERN See below  
12 SWE See below  
13 SEE 0  
14 CE 0  
15 NE See below  
16 IT See below  
17  
18 Tuesday 01 March - Made this available to ROC (48)  
19 Monday 28 February - Requested a meeting with Ian to discuss this  
20 Thursday 24 February - Email from Cristina to say that they are reviewing their list and will be in touch  
21 Tuesday 22 February - Supportive e-mails from Ron and Jules in Netherlands  
22 Tuesday 22 February - Commitment from Andreu  
23 Monday 21 February - Email from Andrea to say that he was making enquiries about this  
24 Monday 21 February - Emails from Jeremy in UK but no commitment  
25 Friday 18 February - Supportive e-mails from Flavia and Maria  
26  
27 Proposal for Support on Duty - v 47.3  
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29 ROC Managers  
30  
31 The ESC group is working on enhancing support in general and user support in particular.  
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33 At present when a ticket enters GGUS, the team at GGUS deals with it. They either close it themselves, or they steer it to an appropriate place. However there are times when the appropriate place is not clear. We expect that the introduction of gLite will give rise to more instances of this problem. What we wish to do is to have a second line of support, and the team at GGUS can allocate the ticket to the second line of support. Once a ticket has been processed in this way, the knowledge base at GGUS will be updated, so that similar tickets can be steered correctly by GGUS.  
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35 We propose making the second line of support a rotating responsibility. We wish to have a list of named individuals who have considerable experience of dealing with grid related problems of a user nature. (The CIC will deal with operational problems). If your ROC wishes to participate in this, then can you please nominate suitable persons. We will arrange a rota to suit the named individuals and deal with the individuals directly.  
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37 I am expecting that the first few weeks of this may be a bit painful, as we get to understand what we are doing. So we will allocate the most experienced people to this time, and will review our procedures in the light of experience.  
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39 If you wish to participate in this process, then please send me an e-mail. We can then discuss the arrangements in more detail.  
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41 We will start this arrangement on 7 March 2005 (EGEE week 49) and try this for 21 weeks until 29/07 (EGEE week 69). We will review it in July in the light of experience.  
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43 Comments welcome.  
44  
45 Thank you  
46  
47 Alistair  
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49 v 48.02 - Alistair Mills - 01 March 2005  
50 v 47.01 - Alistair Mills - 22 February 2005  
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