



NGS Users and Support

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NGS and GridPP Joint Meeting



Science & Technology Facilities Council
e-Science



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NGS Users

- Any UK researcher/academic

Universities/colleges, collaborating companies, research councils and institutes

- Multi disciplines and domains

Computing, materials science, astronomy, medicine, biology, computational chemistry, earth sciences, electrical engineering, ...

- Power users & basic computing users



Requirements

- Very varied range of requirements
- 3rd party application users
R, Gaussian, GAMESS, DL_POLY, Siesta, ...
- Bespoke software developers
- Users want:
 - direct access (via GSISsh or GSI-SSHTerm)
 - portal access
- Varying levels of CPU/storage



User Support

- Different requirements = Support is non-trivial
- Need to provide support for:
 - varying levels of expertise
 - middleware and Grid technologies
 - Grid services (3rd party and our own)
 - 3rd party applications
- Support Channels:
 - website
 - helpdesk + knowledge base
 - wiki
 - forum, blog
 - direct contact with users





Website

<http://www.ngs.ac.uk>

- First port of call
- ‘Official’ documentation source for:
 - using NGS resources
 - service level documentation (CA, MyProxy, BDII, ...)
- Homepage for
 - NGS services (Portal, GSI-SSHTerm, MyProxy Uploader, SRB, GOCDDB, CA, ...)
 - NGS Labs (Beta services: RB, Live CD, ...)





Helpdesk

support@grid-support.ac.uk

- Based on Footprints
- NGS staff assign & answer or assign to other 'experts'
- ~4 assigners
- ~50 queues; tickets auto-assigned by keyword or manually assigned. Monitored daily
- ~70 assignees
- Weekly status reports to NGS management

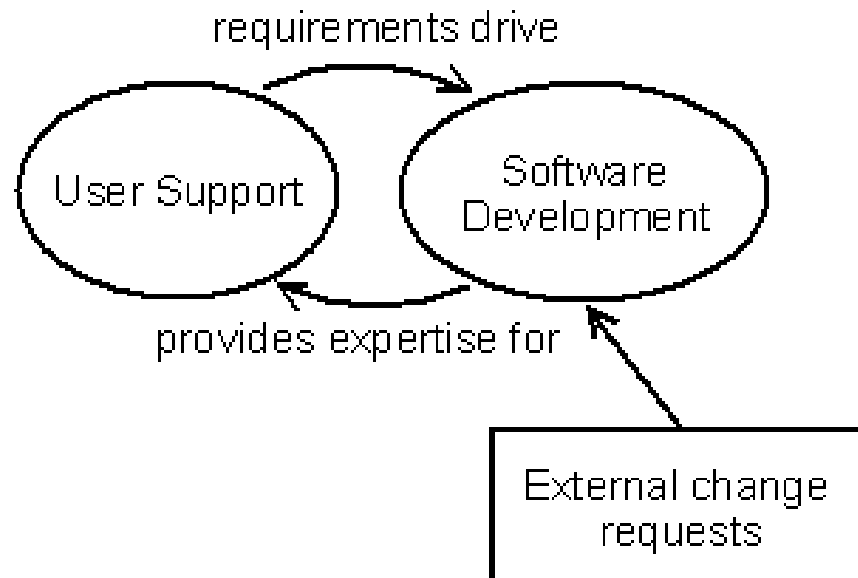


Other support channels

- wiki <http://wiki.ngs.ac.uk>
 - Free for anyone to contribute. Need cert.
 - Largely populated by NGS staff
 - Modest but steady increase in usage.
- Forum and blogs
 - Not heavily used as yet

Support and Development

- NGS involved in Grid tools development
Application Repository (Portal), GSI-SSHTerm, MyProxy Uploader, GOCDDB, CA, SSO, SARoNGS ...
- Close link between the two:





Questions?

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