



Contribution ID: 32

Type: **Session**

Operations Support in EGEE and EGI

Please indicate your preferred day to give a demo.

2hrs

3

SA1, NGIs

Session Description (include details of proposed agenda, potential speakers and expected outcomes)

preliminary Agenda:

THE CURRENT REGIONAL SUPPORT INFRASTRUCTURE

H. Dres

+ 2x N.N. from ROCs

THE NEW WAY TO COMMUNICATE WITH GGUS: GRID MESSAGING

T. Antoni

THE FUTURE OF LOCAL SUPPORT

2x N.N. from NGIs

THE FUTURE OF OPERATIONAL SUPPORT

T. Antoni/D. Bosio/M. Dimou

DISCUSSION

All

Project(s) or EGEE activity presenting the demo or poster (project or activity names only)

SA1

Special requirements other than the set up mentioned in the CfA text.

40

Abstract

This session will be dedicated to providing the details of the various regional ticket systems and their interfaces and interactions with the central GGUS system. The focus of the session is on starting to build a community and finding ways to share this knowledge across the ROCs and future NGIs. As more and more NGIs will need to build their interface between the regional support infrastructure and GGUS in the near future.

The session will also describe briefly the evolution of the operations support infrastructure towards and beyond the end of the EGEE project.

A more general and detailed discussion on the future of the whole of the GGUS system and its processes and procedures will be held in another session.

Topics to be discussed in this session include:

- * New interface standard: Grid Messaging.
- * Standard ticket format.
- * Overlap between current ROCs and future NGIs.
- * Will federations continue to exist?
- * Experiences with supporting regional users.

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Track Classification: EGI Related (Transition)