



Contribution ID: 31

Type: **Session**

Ensuring reliable User Support beyond EGEE-III

Please indicate your preferred day to give a demo.

4hrs

3

EGEE. SA1, SA3, JRA1, NA4
Projects: EGI, D-Grid, other NGIs

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

preliminary Agenda:

THE FUTURE OF FIRST LINE SUPPORT

D. Bosio/M. Dimou

THE FUTURE OF MIDDLEWARE SUPPORT

N.N. (UMD)

THE FUTURE OF OPERATIONS SUPPORT

T. Antoni

THE FUTURE OF GGUS COORDINATION

- USAG

- Escalation procedures

- interfaces to UMD, EGI (Operational Unit + Middleware Unit)

T. Antoni/M. Dimou

DISCUSSION

All

We expect this session to give an overview of our current understanding of the evolution of user support towards the EGI era and to collect input from inside and outside EGEE.

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

SA1/SA3/JRA1

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

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Abstract

The main aim of this session is to give an overview of the evolution from the current user support infrastructure as it is operational in EGEE to a model accommodated to fit the distributed operations model EGI will implement.

There are several areas that need to be adapted and we want to present the current ideas and plans for these activities and discuss them in a wider audience.

Topics to be presented and discussed include:

- * Middleware support: How to interface the UMD activity and the different middleware providers.
- * First line support: How to organise a reliable firstline support in a distributed and heterogeneous environment.
- * Operations support: How to move from ROCs to NGIs as main organisational building blocks in user support for operations problems.
- * User support management: How to transfer the successful management concepts and how to involve the future stakeholders.

All these topics have both technical and procedural aspects that need to be considered.

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Track Classification: EGI Related (Transition)