



# European Middleware Initiative (EMI)

## User Support

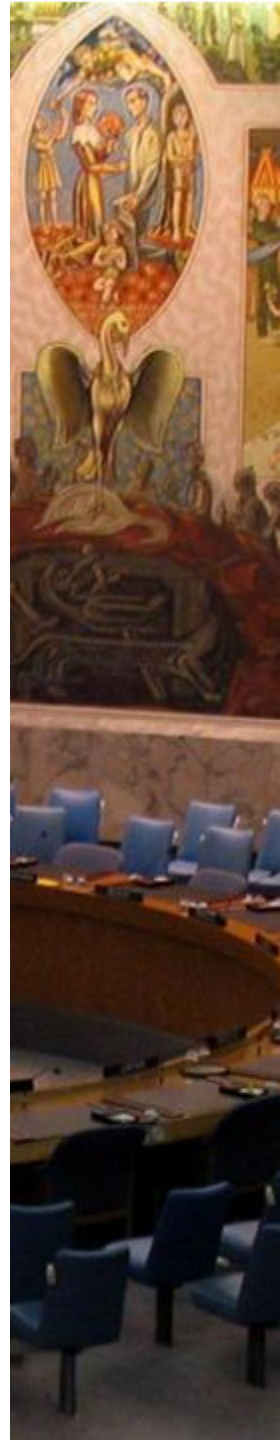
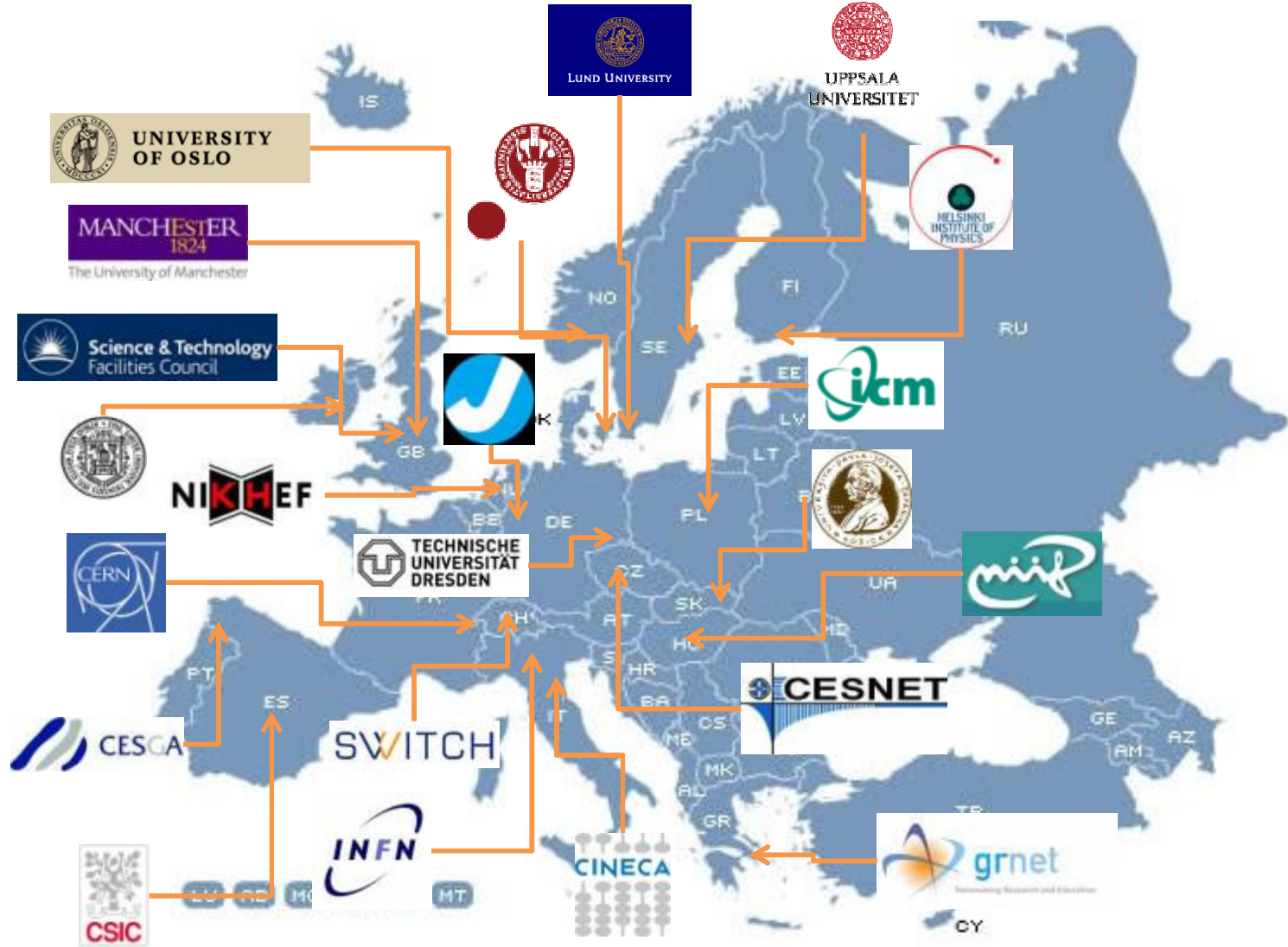
Alberto Di Meglio (CERN)

# What is EMI?

The European Middleware Initiative (EMI) project represents a close collaboration of the three major middleware providers - ARC, gLite and UNICORE, together with other software providers - to establish a sustainable model to support, harmonise and evolve the grid middleware for deployment in EGI and other distributed e-Infrastructures



# Partners



# Objectives

## Consolidate

Consolidate the existing middleware distribution streamlining services and components to meet and exceed the operational requirements of EGI and other distributed computing infrastructures

## Evolve

Develop new essential middleware services/functionality as needed following the changing requirement of EGI and other infrastructures



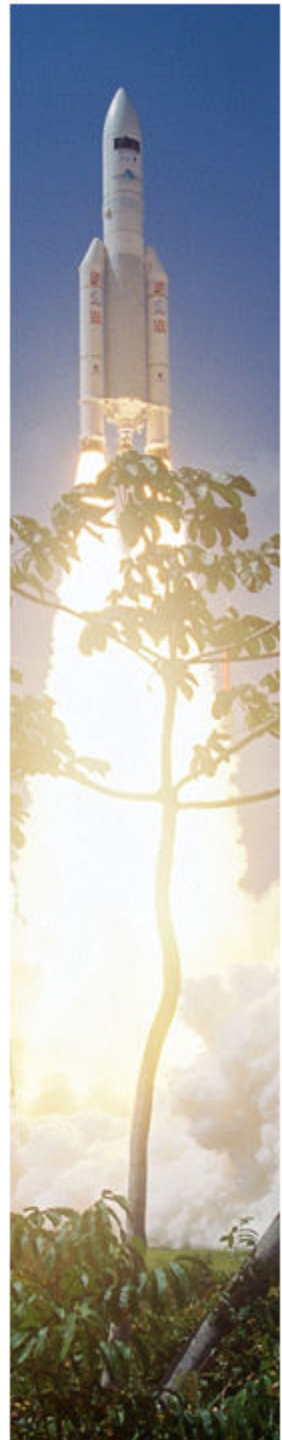
# Objectives

## Support

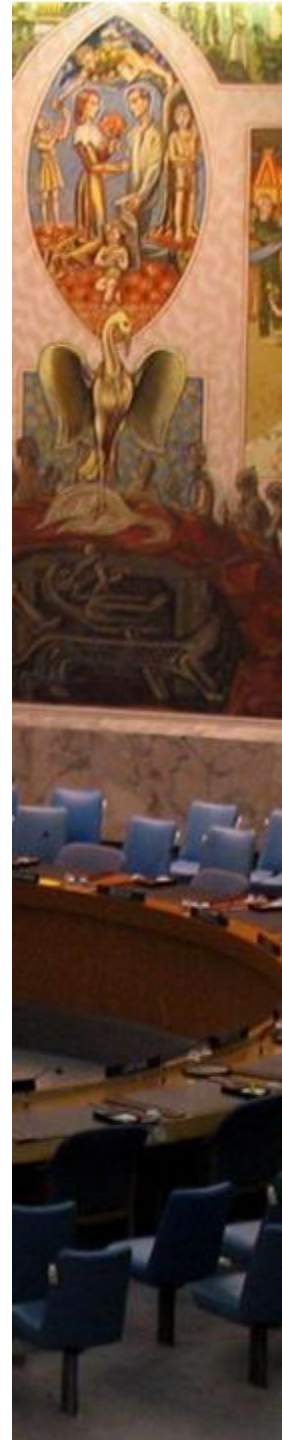
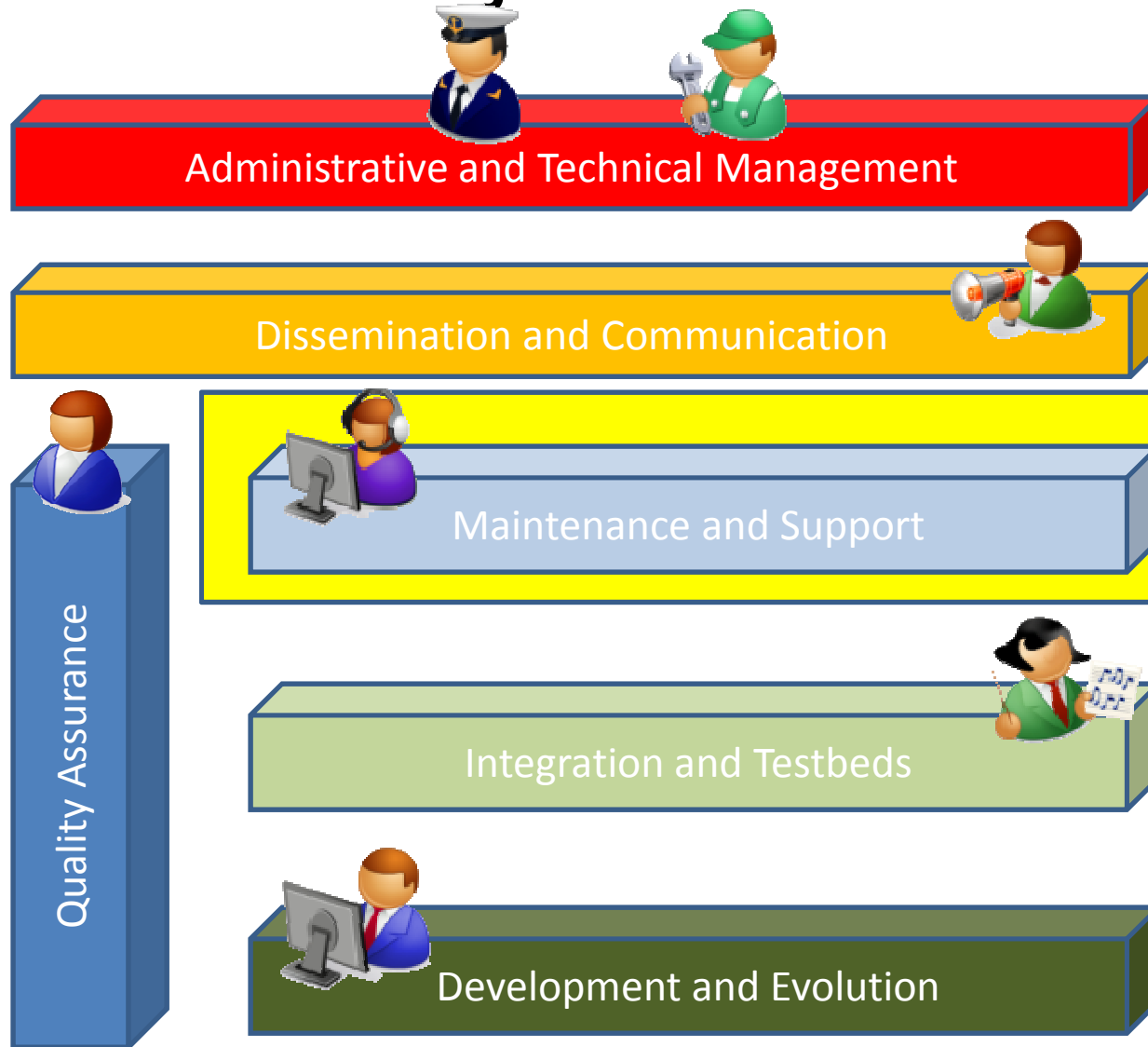
Reactively and proactively maintain the middleware distribution to provide users with increasingly user-friendly, maintainable, reliable, stable, and scalable software

## Promote

Promote the EMI achievements in the user communities, defining and implementing standards when needed, contributing to the establishment of a sustainable model



# Project Structure

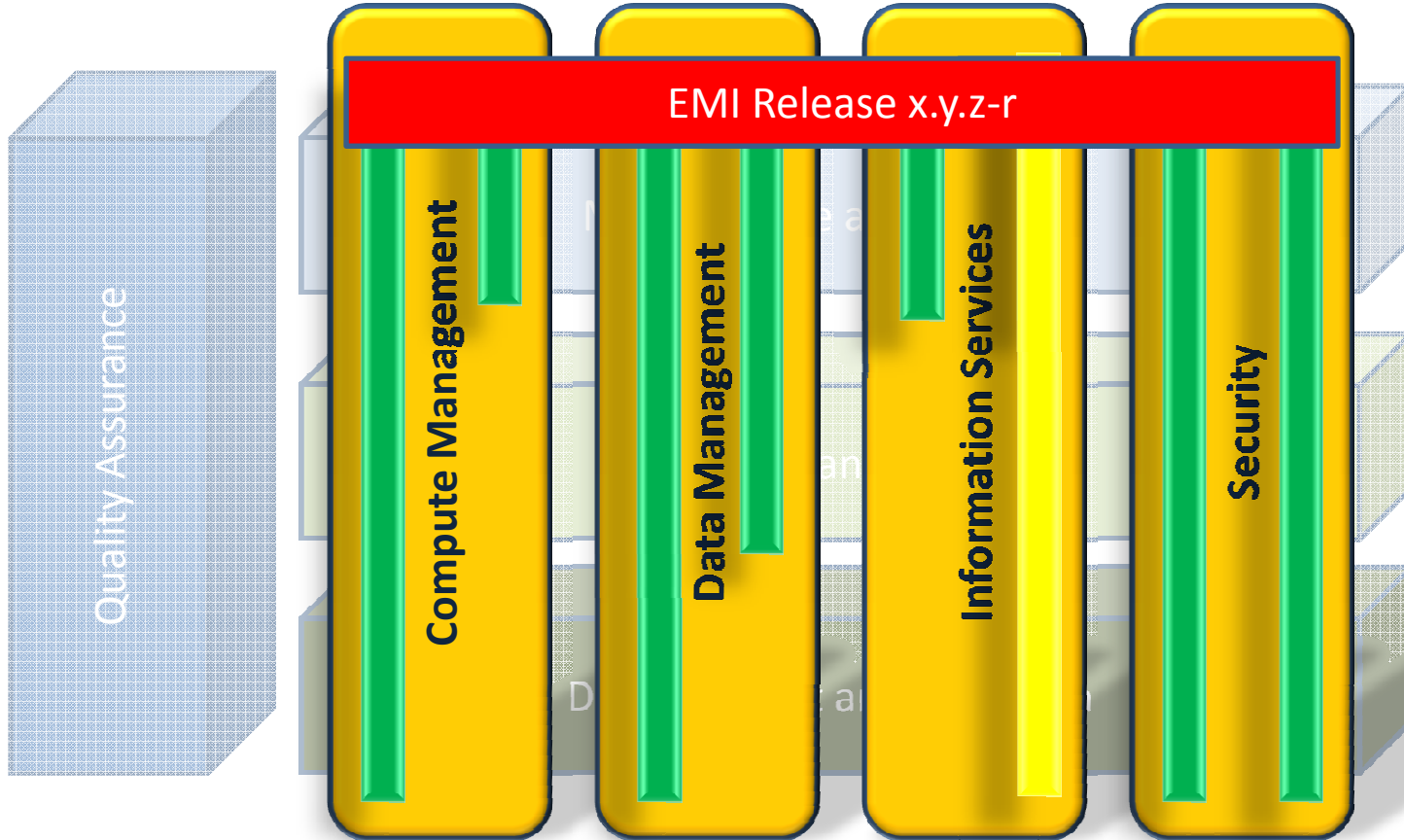


# Product Teams

- Product teams are the services implementation teams within each area responsible to deliver software releases and all associated material.
- They perform the required technical tasks from design to release through implementation, testing and certification as part of one or more Work Package and according to what specified by the Project Technical Group.
- Product Teams are flexible, in the sense that they can be formed or closed as the corresponding products are introduced or obsoleted in EMI

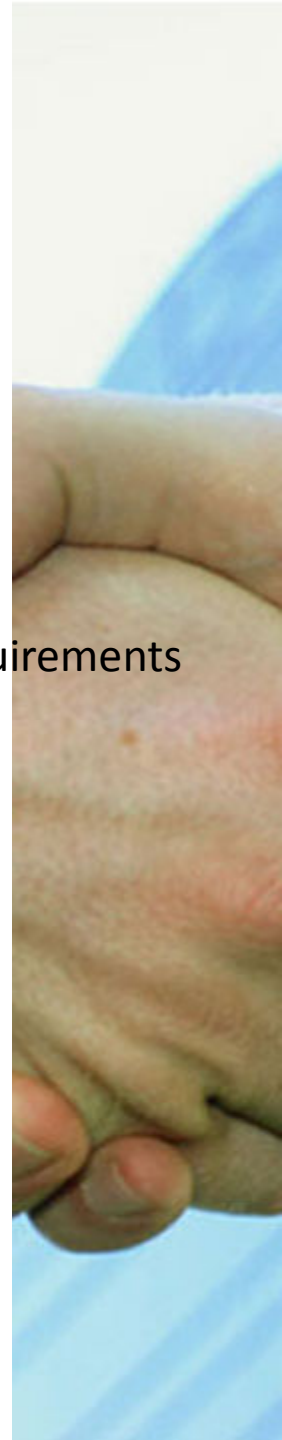
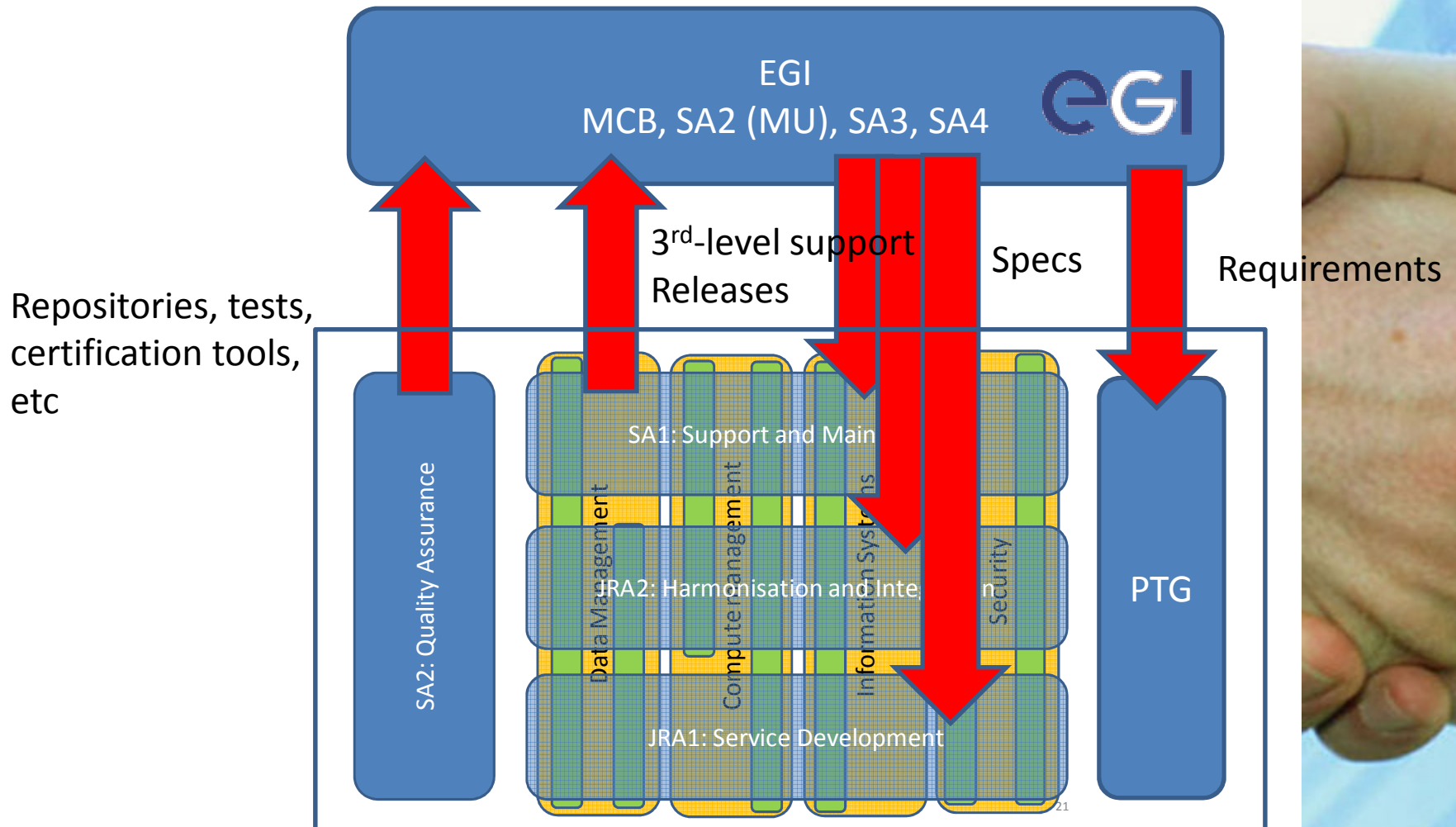


# Product Teams

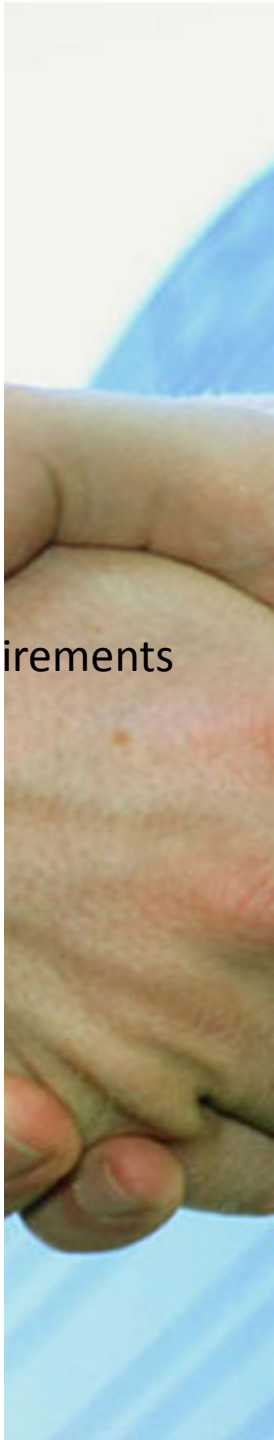
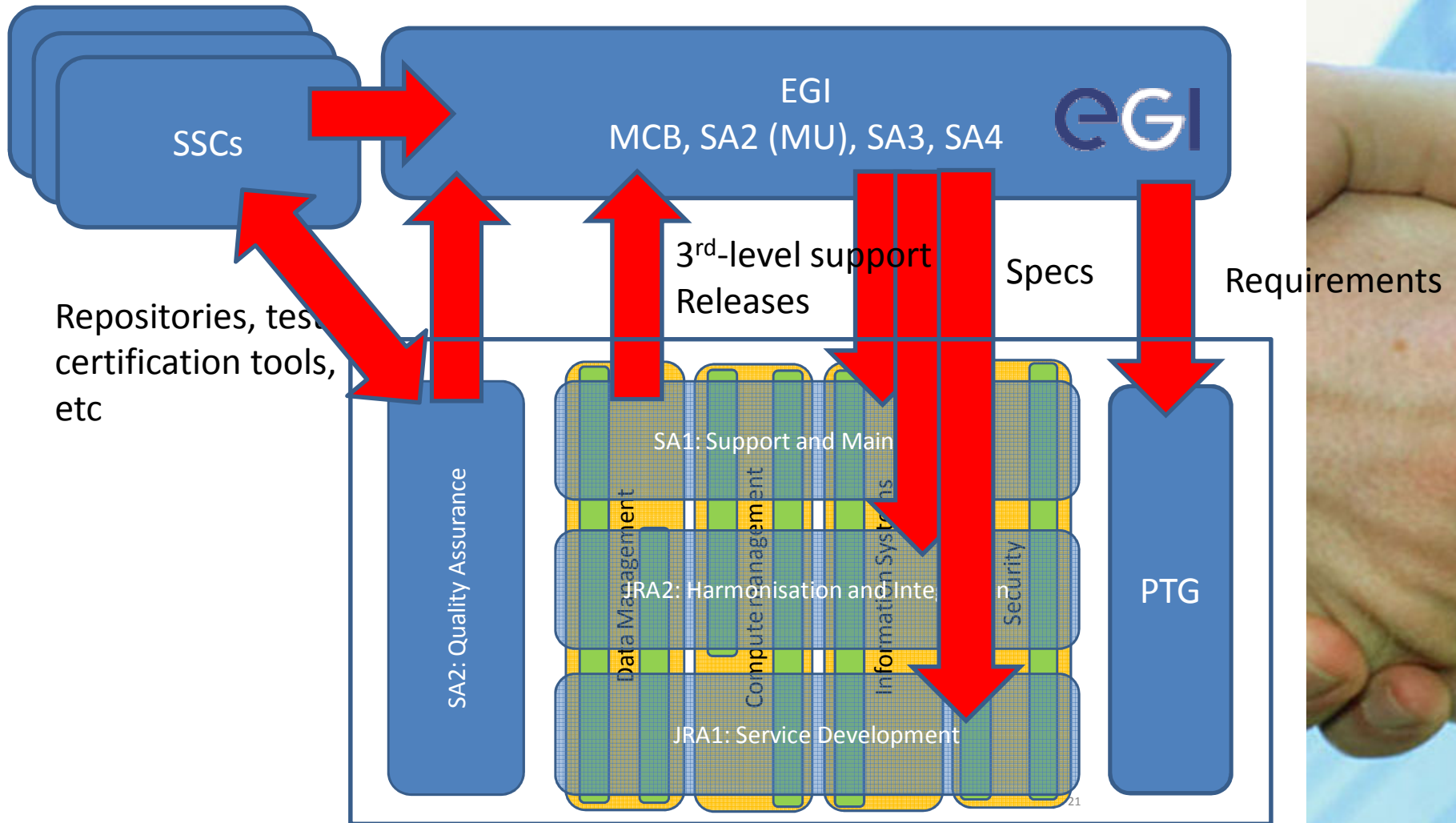




# EGI



# User Communities



# Process and Tools

- EMI SA1 acts as 3<sup>rd</sup>-level user support
- Handles issues related to the middleware software
- Creates and releases fixes
- The Incident Tracking System (ITS) is expected to be the same as used by 1<sup>st</sup> and 2<sup>nd</sup> level support (GGUS?)



# Process and Tools

- Incidents are escalated to the EMI Support teams
- If a software change is required, the ticket remains open until the problem is solved and verified by the submitter
- Internally, EMI has a number of Defect Tracking Systems (DTS) (one for EMI and one for each middleware provider)



# Process and Tools

- Incidents caused by a software defect will trigger the creation of a defect entry in the relevant system
- As much as possible the ITS is the single entry point for users to track incidents
- As much as possible users will be prevented or at least discouraged to submit bugs directly into the DTS bypassing the ITS

