



# **SUPPORTING USERS & COMMUNITIES**

# User Support Functions

- **Areas:**
  - Dissemination
  - Support
  - Coordination
- **Scale:**
  - Individual user
  - Individual VO (many users)
  - Individual SSC (several VOs)

# Dissemination

- **General:**
  - ‘EGI’ User Forum & Conference
  - Application Database
  - Case Studies
  - Dissemination coordination
    - **NGIs, other projects (e.g. CUE)**
  - Training coordination
    - **NGIs, other projects (e.g. CUE)**
- **SSCs:**
  - Domain specific dissemination

# Support

- **General:**
  - Helpdesk
  - Support Units:
    - **From within the NGIs**
    - **For the supported UMD software components**
  - Application & consultancy support
    - **Access to resources within the NGI & other projects**
- **SSCs:**
  - SSC specific Support Units

# Coordination

- **General:**
  - Requirements gathering from the community
  - Feedback to other EGI.eu functions
  - Input into EGI policy developments
- **SSCs:**
  - Dedicated SSC liaison