NE Benelux User Support

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www.eu-egee.org

e-infrastructure

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Enabling Grids for E-sciencE

- **Two NGIs**
  - BEgrid (Belgium)
    - 4 production sites
  - BigGrid (Netherlands)
    - 12 production sites
    - 2 sites in certification
    - will expand with 5 Life Sciences Grid sites this year

Enabling Grids for E-sciencE

- **Helpdesk**
    - Both BigGrid (support@biggrid.nl)and Begrid(begrid@belnet.be) have a helpdesk but they do not interface with GGUS. We do not intend to do that in the future.
    - Use GGUS directly
    - Users from VOs based in the Netherlands always contact the helpdesk of SARA or NIKHEF directly or can contact the BigGrid Helpdesk
    - Local helpdesk system is based on **subtrac**
        - Users can email to subtrac
    - Users from international VOs contact us the same way or though GGUS
    - GGUS tickets end up in our local trouble ticket system as well

Enabling Grids for E-sciencE

- **User supporters**
  - A team at SARA consisting of 13 people operate on a daily rotating shift.
  - Monitor GGUS and local trouble ticket system
  - Assign ticket to responsible person at SARA or at another Dutch site