

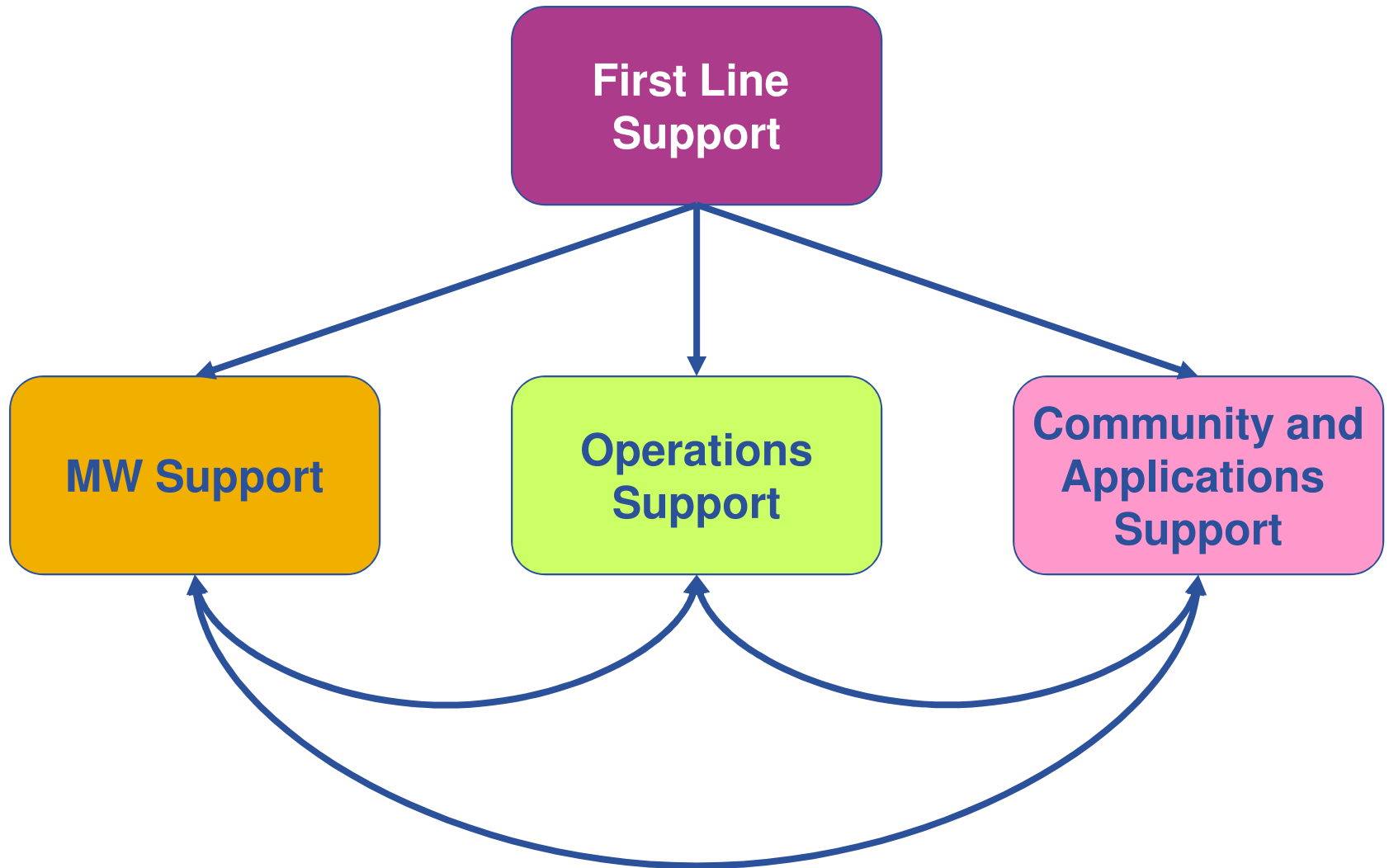
# User Support in EGEE and EGI

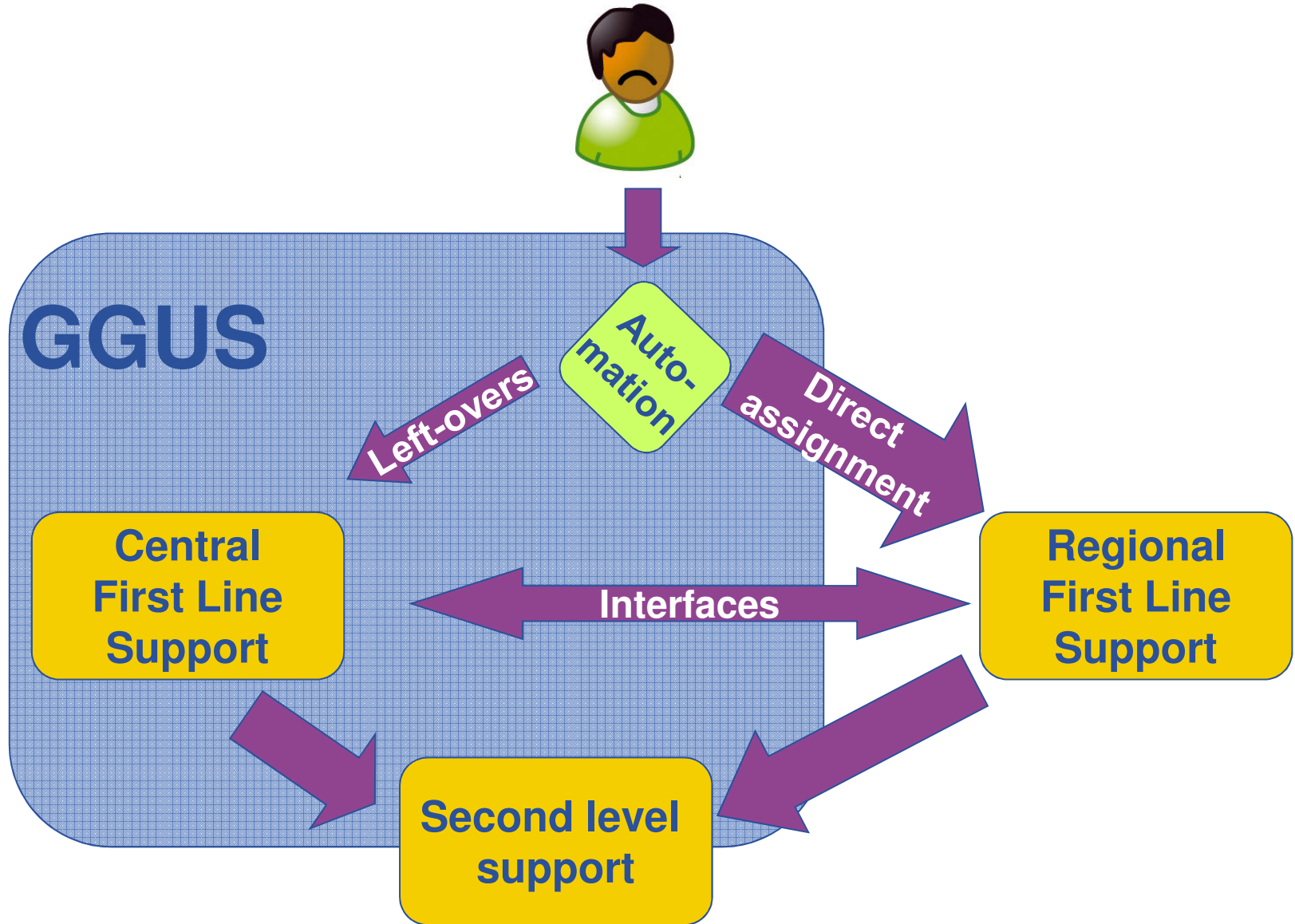
*T. Antoni*

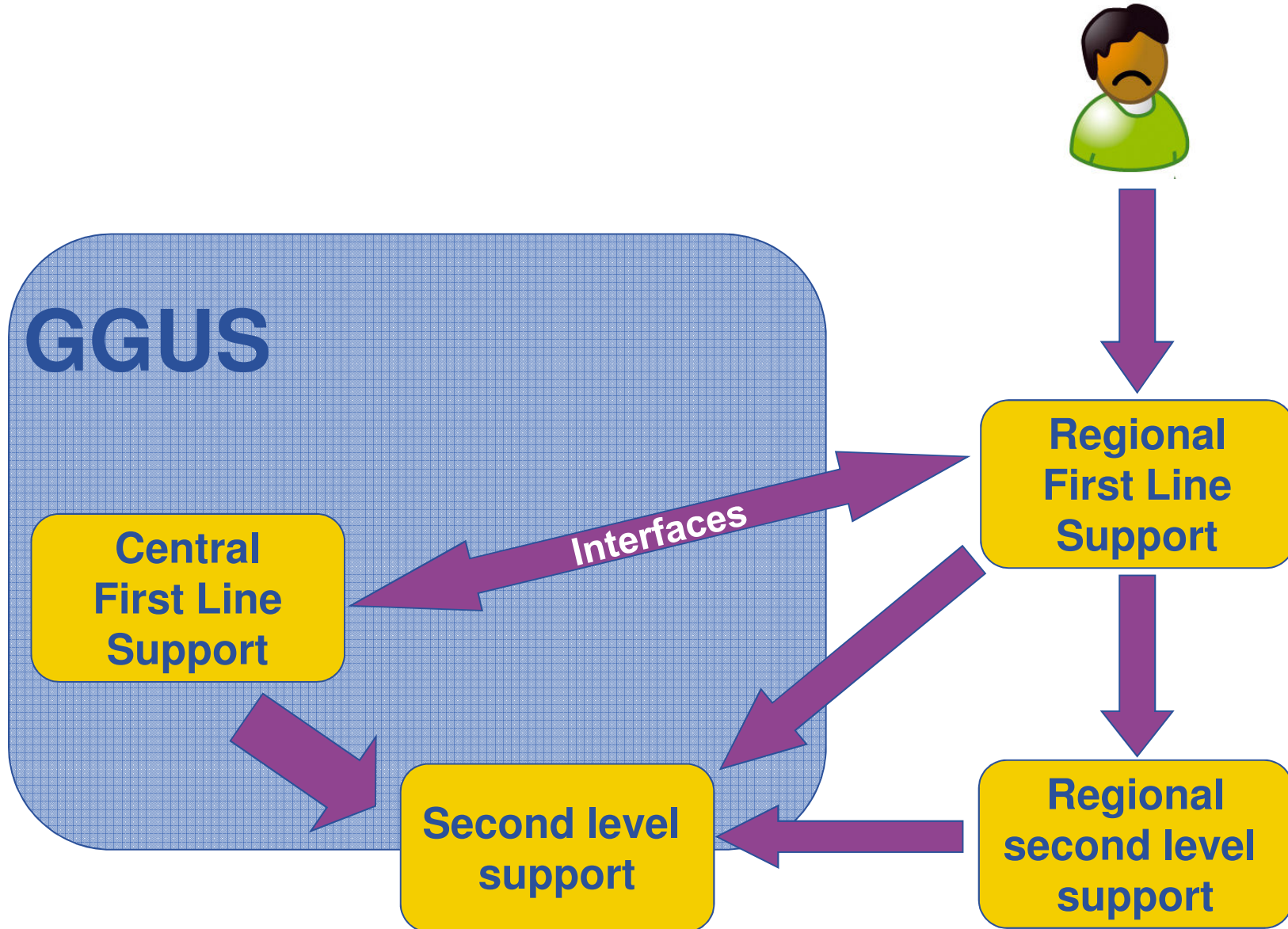
*Karlsruhe Institute of Technology*

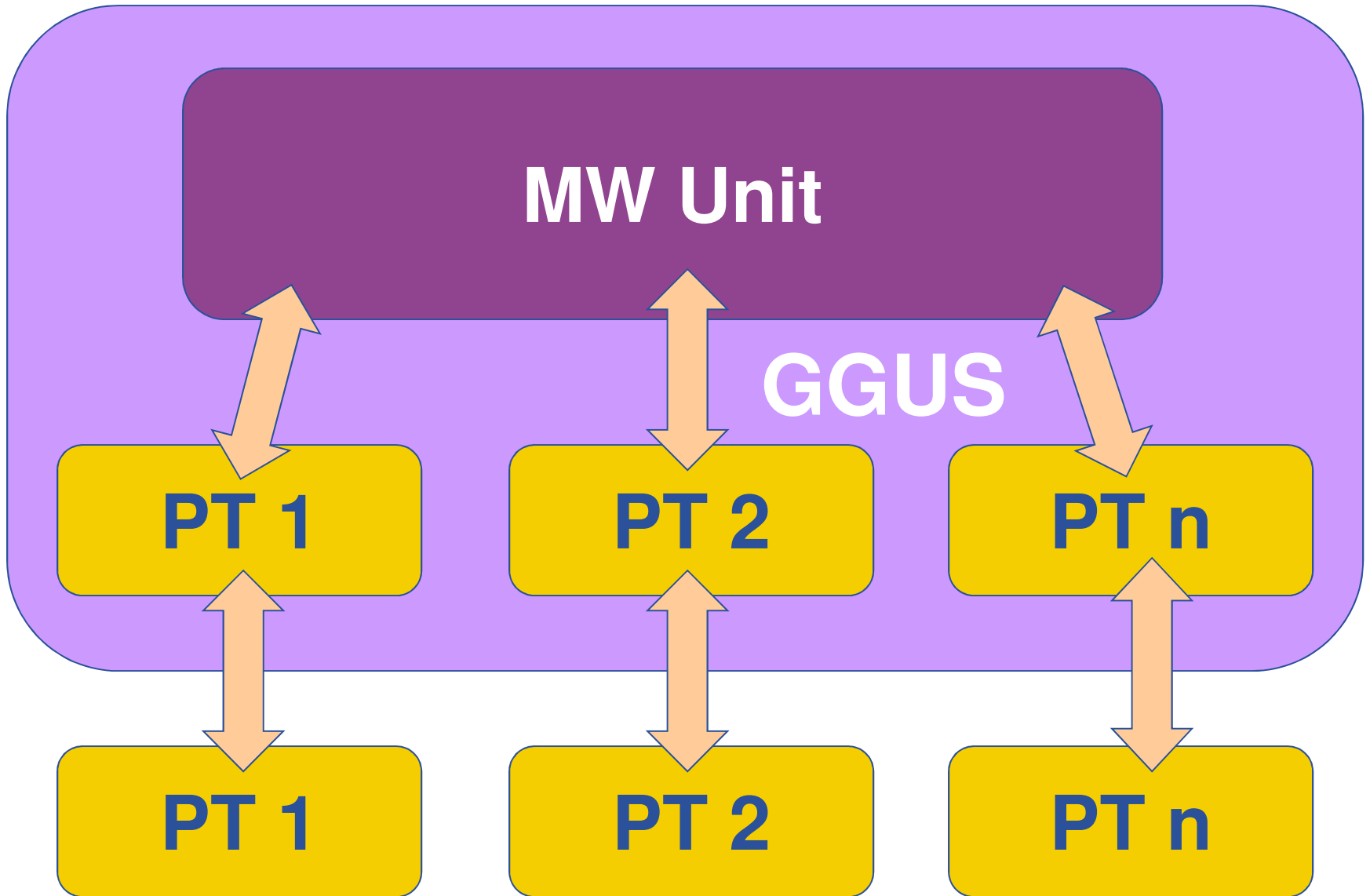
*antoni@kit.edu*

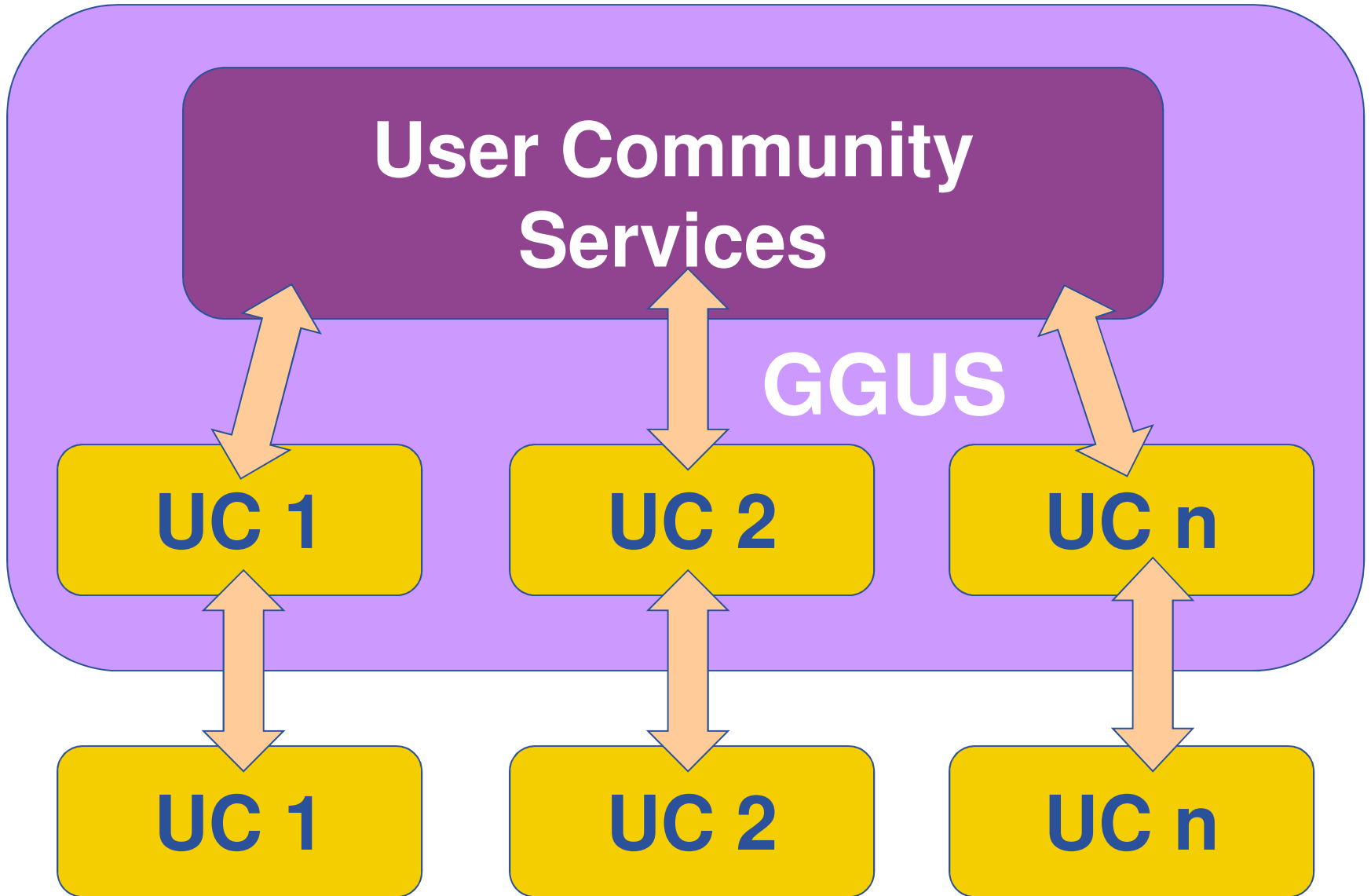
- **Topics to be presented and discussed include:**
  - Middleware support: How to interface the UMD activity and the different middleware providers.
  - User Community support and how it links to helpdesk support .
  - User support management: How to transfer the successful management concepts and how to involve the future stake holders.











*The Bridge of Considerable Difficulty*

*Venice - Italy*

