# Middleware User Support in EGI

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EGI, and middleware providers

- EGI defines and maintains Unified Middleware Distribution (UMD) – SA2
  - published roadmap with component availability, level and duration of support
  - acceptance of components according to defined criteria
  - negotiation of SLAs
- no effort to develop middleware in EGI
  - collaboration with external middleware providers expected
  - EMI project (being prepared) foreseen to be important one
  - competition possible and welcome
- EGI provides dedicated middleware support – SA3

Software issue resolution
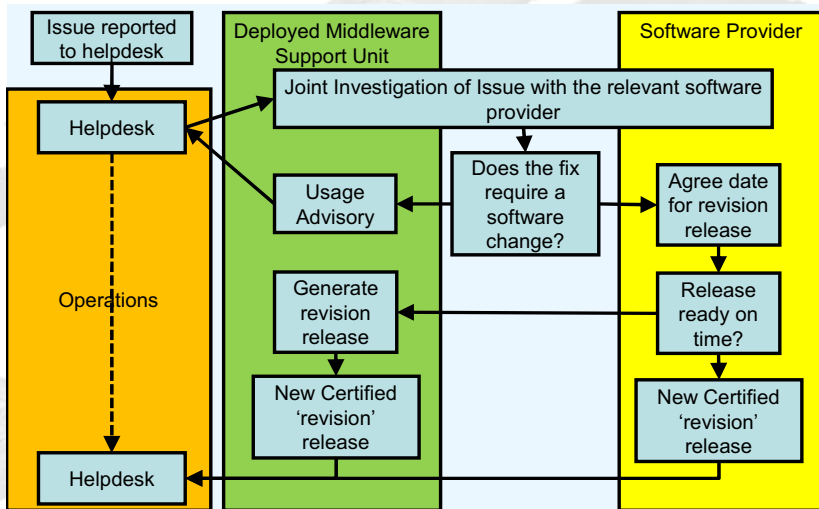
Support activities

- 1st line support – EGI SA1 Operations
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  - experts with deep middleware knowledge
  - distributed, centrally coordinated team, approx. 8 FTE
  - joint work with middleware providers
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  - suggest workarounds and patches

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- 3rd line support – middleware providers (e.g. EMI SA1)
  - developer teams involved
  - work with EGI SA3
  - evaluate complex implications of suggested patches
  - provide final solution

Software provider SLAs

- agreed on component acceptance for UMD
- individual negotiation
- EGI agrees to
  - communicate issues, environment, etc.
  - involve provider in issue triage
- software provider agrees to
  - provide support contact and/or issue tracker
  - respond to issues in specified time

If anything goes wrong . . .

. . . and the provider fails to deliver solution in time

- EGI SA3 develops a patch
- the patch is integrated into interim release built by EGI
- sites decide to deploy the patch or not
  - higher risk of side-effects
- still emergency procedure only
  - not enough manpower to maintain patches in EGI

Beyond bugfixing

- some issues can't be addressed as simple fix
  - e.g. increase throughput $10\times$
- Middleware Coordination Board (MCB)
  - representatives of users, developers, and operations
  - forum to bring up user requirements
  - map user wishes to realistic specifications
- plans reflected in UMD roadmap
  - may be implemented by new provider

Summary

- middleware distribution (UMD) maintained by EGI
- external (wrt. EGI) providers of middleware components
  - 3rd line support ensured by SLA
- dedicated middleware support activity in EGI
- emergency procedure to deliver urgent fix within EGI
  - if provider fails to do so (breaking SLA)