



Contribution ID: 78

Type: **Demonstration**

## **Global Grid User Support - A worldwide distributed user support infrastructure**

**Please indicate your preferred day to give a demo.**

Not on Wednesday, due to clash with sessions important for the presenters.

**Project(s) or EGEE activity presenting the demo or poster (project or activity names only)**

SA1

**Special requirements other than the set up mentioned in the CfA text.**

Large screen or beamer. Network connection.

### **Abstract**

Grid user support is a challenging task due to the distributed nature of the grid. The variety of users and Virtual Organisations adds further to the challenge. With the GGUS infrastructure, EGEE provides a portal where users can find support in their daily use of the grid. The current use of the system shows that this goal has been achieved with success. During the remainder of the EGEE-III project the focus will be on preparing for the transition to EGL.

This demo will give an overview of the functionalities of the GGUS system. During EGEE-III a number of new features have been introduced in GGUS. Direct ticket routing to sites, alarm and team tickets have been implemented to accommodate for requirements of the LHC VOs, nevertheless they could be of interest to other VOs as well. A Ticket Timeline Tool aims at giving a quick graphical overview of all tickets under the responsibility of a support unit. These and other features would be appropriately shown as a live demonstration.

**Primary authors:** Dr BOSIO, Diana (CERN); Mr DRES, Helmut (Karlsruhe Institute of Technology); Dr DIMOU, Maria (CERN); Dr ANTONI, Torsten (Karlsruhe Institute of Technology)

**Presenters:** Mr DRES, Helmut (Karlsruhe Institute of Technology); Dr ANTONI, Torsten (Karlsruhe Institute of Technology)