

# User Support in an EGI world

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- **What is support**
- **Support foreseen in EGI.org**
- **The shape of software support in an EGI era**

- Depending on who reads a document, 'support' has a different meaning
  - SA1: GGUS
  - SA3/JRA1: mailing list or savannah bug
  - VO: mailing list, savannah, hypernews, chat room
- So each person think that (what they think as) support is taken care of, within the channels that they know of and are familiar with.
- BUT user support is the **union** of ALL of the above and should be coordinated between the different EGI.org Operational Unit (OU), Middleware Unit (MU), User Community Services (UCS), and the Specialized Support Centres (SSC) and the 'product teams'.

- **Support is mentioned in many documents. I am considering here two of them (let me know if I should consider others as well)**
  - **EGI: Managing the Software Process** rev 9.4 (16/03/09)
  - **EGI BLUEPRINT: EGI\_DS\_D5\_4\_V300b.pdf**
- **Support in the software document above is:**
  - In conjunction with ‘maintenance’ as in ‘maintenance and support’
  - Sometime the ‘support’ word is forgotten and it becomes part of ‘maintenance’
  - Participation in software releases to help in the categorisazion of issues

- Maintenance and Operation of a central ticket handling system for grid and network end-to-end problems. User support relies on a central helpdesk, which is a regional support system with central coordination, GGUS. It gives access to user documentation and support, and to a problem ticketing system. 1st line local/regional support by NGIs  
**2 FTE**
- Triage: assignment of tickets to the 2nd line support units, ticket escalation end ticket follow-up to ensure they get closed  
**2 FTE**
- Gathering of requirements for user support tools and process taking input from NGI's and VOs, interoperations of ticketing systems (EGI.ORG + NGI): to take into account additional requirements which may arise with the evolution of the middleware stacks in use, and with the support of new user communities EGI.org coordination and support  
**0.5 FTE**

(From the EGI Blueprint document, page 14)

- **So, there is provision for user support in EGI. Detailed discussions on HOW this support will be provided and by whom are in progress.**
- **But very little is discussed on the middleware front. This is currently one of the major areas of concern for GGUS.**
- **This talk is a first attempt to shape the future of support for the middleware after the end of EGEE.**
  - Let us concentrate on software provided by UMD (hence not just gLite)
  - Mainly it is aimed at gathering your views on how you would like to carry out support in the future.
  - So far definite answers are not provided.
- **the USAG are where one can contribute input to help shape middleware support in EGI**
  - monthly meetings, usually last Thursday of each month
  - <http://indico.cern.ch/categoryDisplay.py?categId=355>
  - e-mail to [usag@cern.ch](mailto:usag@cern.ch)

- **Who is expected to answer GGUS tickets?**
  - Product teams?
  - The relevant consortium?
  - UMD?
  - EGI middleware unit?

- **Who will provide the coordination between GGUS and the different (possibly growing in numbers) software providers?**
  - Will someone coordinate this in EGI?
    - Under which unit?
  - Will the coordination be done at consortium level? UMD level?
  - Will GGUS need to coordinate with the different software providers on an individual basis?
- **Remember that not every person involved with GGUS currently is an expert in middleware!**



- **USAG will write a strategy document**
  - 1st draft to be presented at the May 28th USAG focusing on this specific item 'future of middleware User Support'.
  - I am therefore encouraging you to join the meeting an/or to feed comments into this document.
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