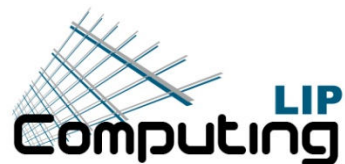


**Laboratório de Instrumentação e Física Experimental  
de Partículas and  
Consejo Superior de Investigaciones Científicas  
LIP - CSIC**

# SWE TPM offer

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- The SWE TPM team is among one of the first TPM teams
  - History
    - Started in EGEE-I (TPM 6 SWE) Jul 2005
      - More than 2000 GGUS tickets went through LIP TPM members
    - Initially almost 1 week shift per month
    - Currently 1 week shift every two months in average
  - Large experience
    - Team composition didn't change along time (LIP, CSIC computing staff)
    - Team members are experienced site managers
      - Support for the PT Tier-2 / Experience in supporting LCG users from ATLAS and CMS
    - Team members are experienced core services managers
      - Experienced in WMS, VOMS, LFC, TOPBDII, Myproxy, etc
    - Team members also contribute to the regional SWE helpdesk
    - Experience in multiple grid architectures
      - StoRM, dCACHE, DPM / Torque, Maui, SGE, etc.
    - Team members provided GGUS and TPM training in the past
      - 10<sup>th</sup> / 11<sup>th</sup> November 2008, SARA, Amsterdam
      - 02<sup>nd</sup> / 03<sup>rd</sup> February 2006, CERN, Geneva
      - 10<sup>th</sup> / 11<sup>th</sup> November 2005, FZK, Karlsruhe

- Composition
  - Team will be enlarged to have more dedicated man-power supported by the experience of the existing team members
- Understanding of functions
  - Provide a first level of support Monday to Friday
    - Working hours excluding public holidays
    - 8:00 am – 16:00 pm (UTC)
  - Interact with users to clarify and possibly solve the tickets
  - If not, reassign the tickets to the support units
  - Assignment of tickets within 1 working hour
    - Excluding time to interact with the users and try to provide an answer
  - Monitor open tickets
    - Identify lost tickets
    - Identify tickets with new middleware bugs and open savannah entries
    - Add entries to the GOC wiki with solutions for typical problems
    - Answer to user ticket escalations

- Some advantages from SWE
  - Combined experience from Portugal and Spain
  - Better time coverage thanks to different timezone
    - Portugal +1 hour than Spain and central Europe
  - Long historical and complementary background on grid technologies from both parties
    - Participation of SWE institutions in EDG, CrossGrid, WLCG, Int.EU.Grid, EGEE, ...
    - Almost 10 years of experience