

ITROC: feedback on TPM model

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- **“First-level support service hours are usually eight hours a day, Monday to Friday – excluding public holidays in the country of the TPM on shift. The duty of the TPM is to (re-)assign tickets to the correct SU.”**
 - Clearer definition of the TPM duty needed
 - Too much emphasis on ticket assignment: is 1st line support a duty of the Future TPM?
 - Technical information on service hours of 1st level support and GGUS routing of tickets could be defined somewhere else

- **The middleware stack in EGI will be extended to include components from ARC and Unicore**
- **Is sufficient knowledge available from the bidding NGIs to cover all middleware components?**
- **What are the GGUS implementation plans concerning the further automation of ticketing routing?**