

# German plans for TPM during the remainder of EGEE-III

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- **Triage**
  - Less time consuming than it used to be
  - Number of tickets reduced by direct routing
- **Follow-up**
  - Monitoring of solution process most important
    - Correct wrong assignment
    - Chase up „late“ tickets
    - Take care of „user escalations“
- **Involvement in USAG**
  - To improve tools and processes

- **Currently TPM is done by several partners from the distributed ROC:**
  - **Currently ROD + regional 1st line support = one shift**
  - **4 teams, weekly rota (FZK, DESY, SCAI, (CSCS)+ITWM+GSI )**
- **We would like to continue in a similar fashion**
  - Rota should be defined between all TPM providers