

User Support for Distributed Computing Infrastructures

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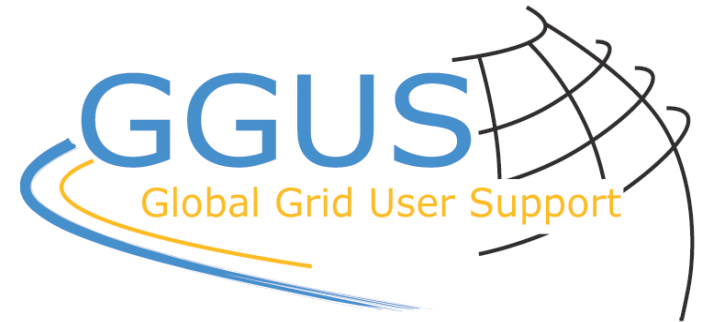
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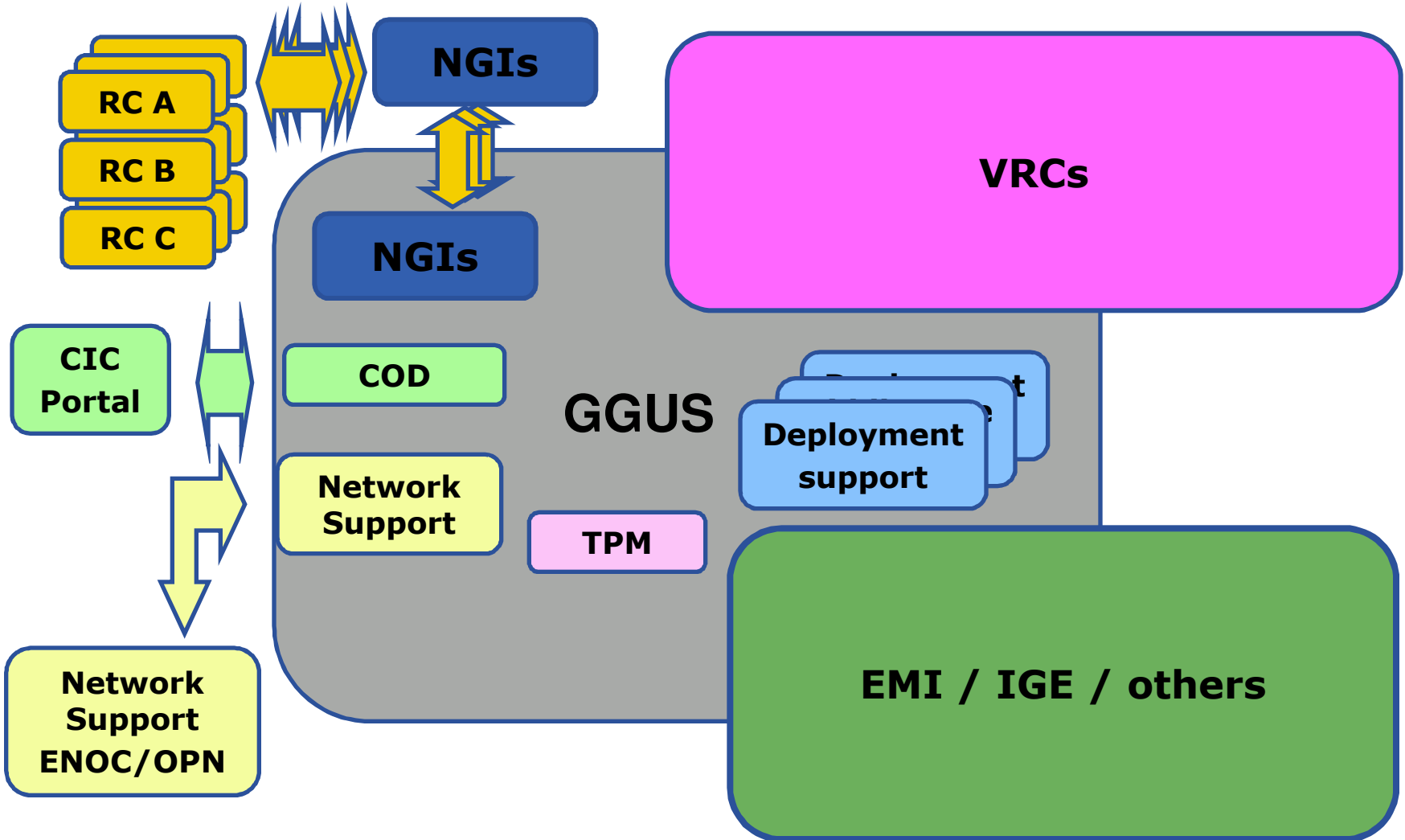
- **Application integration and support**
- **User education**
- **Simple access to a broad range of information**
- **Day-to-day support for the users of grid data, compute, networking and VO specific services**

- **EGEE is a monolithic Project including**
 - Operations
 - Middleware development and testing
 - User community services

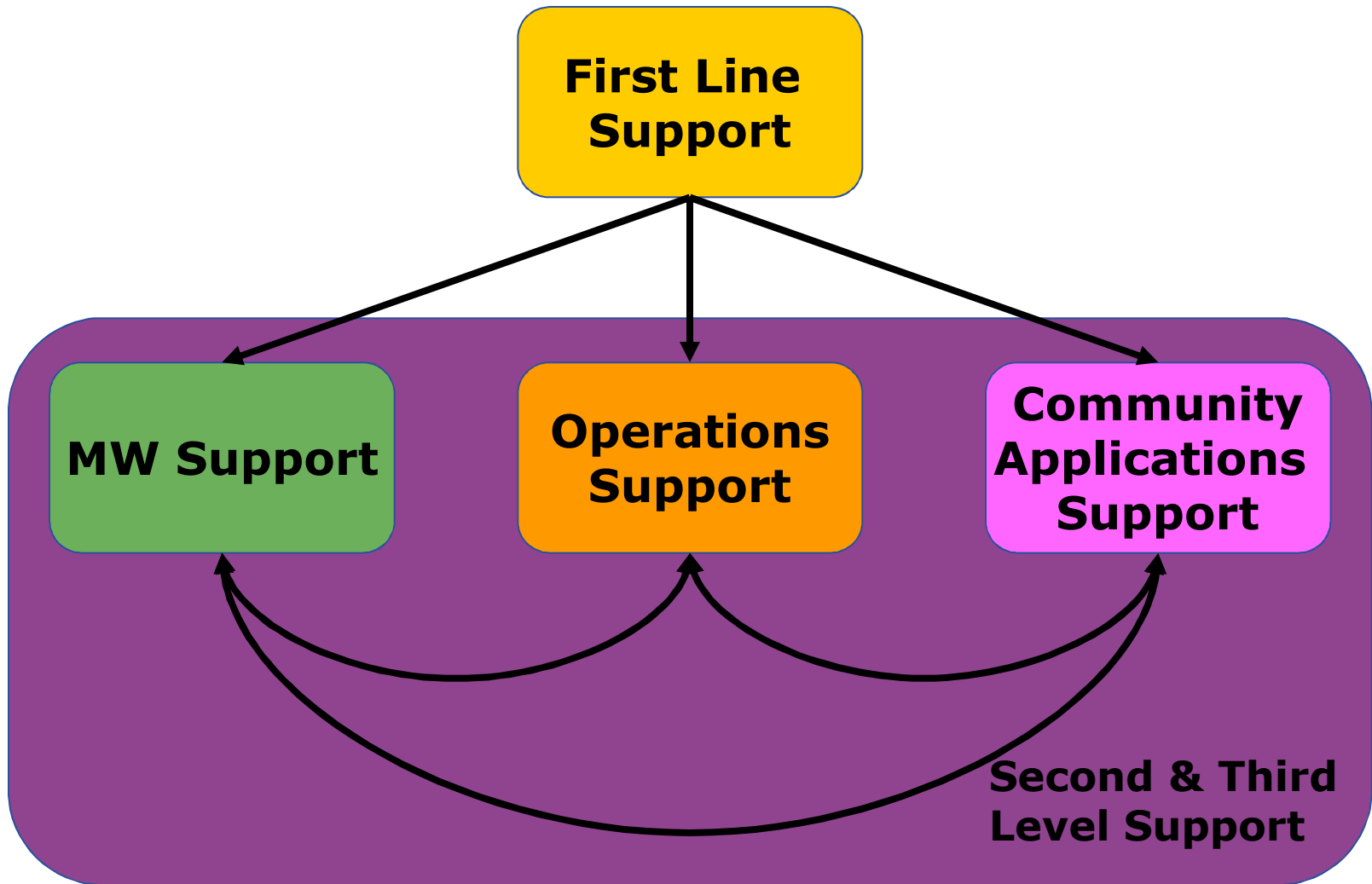
- **EGI will be much more heterogenous**
 - One slim central project
 - Coordinating operations in 40+ NGIs
 - Developing and maintaining central tools
 - Collaborating with external projects
 - *Middleware development*
 - *User community services*

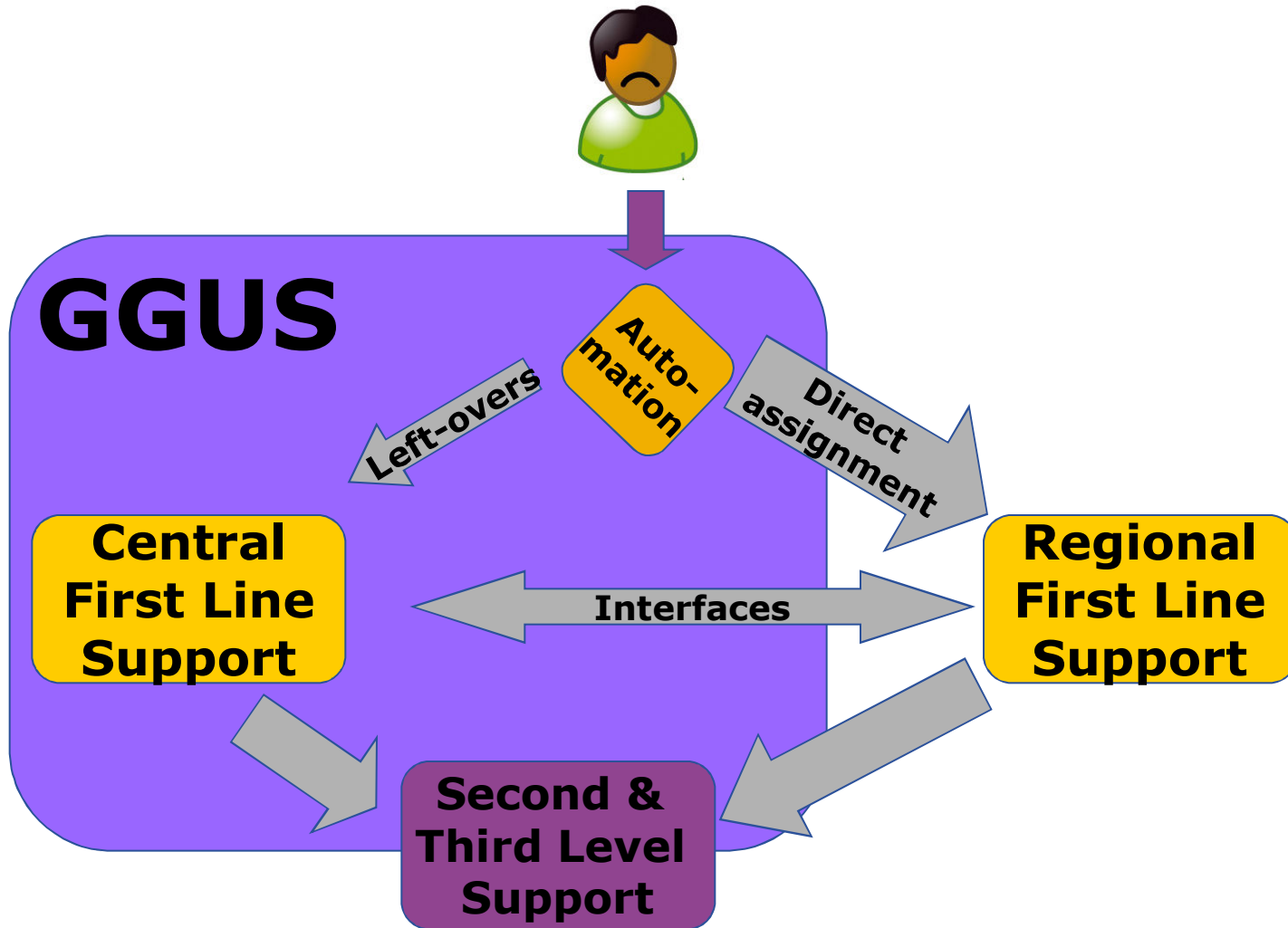
- **Global Grid User Support (GGUS) is the EGEE support infrastructure for grid users, deployment and operation problems**
- **It does not substitute but integrate existing infrastructures and coordinates support efforts**
- **“Regional support with central coordination“**
- **GGUS widely accepted and used throughout the project**

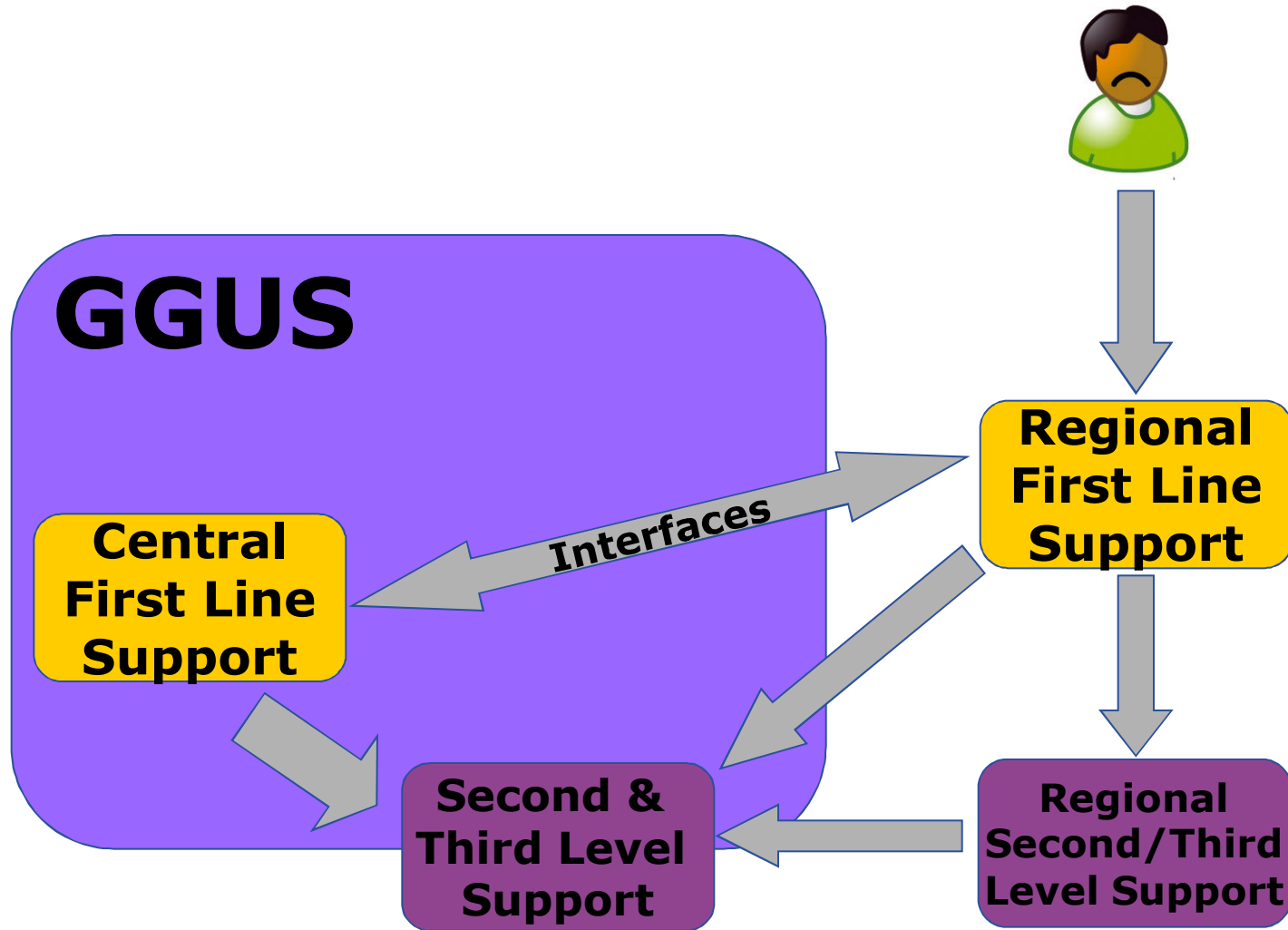


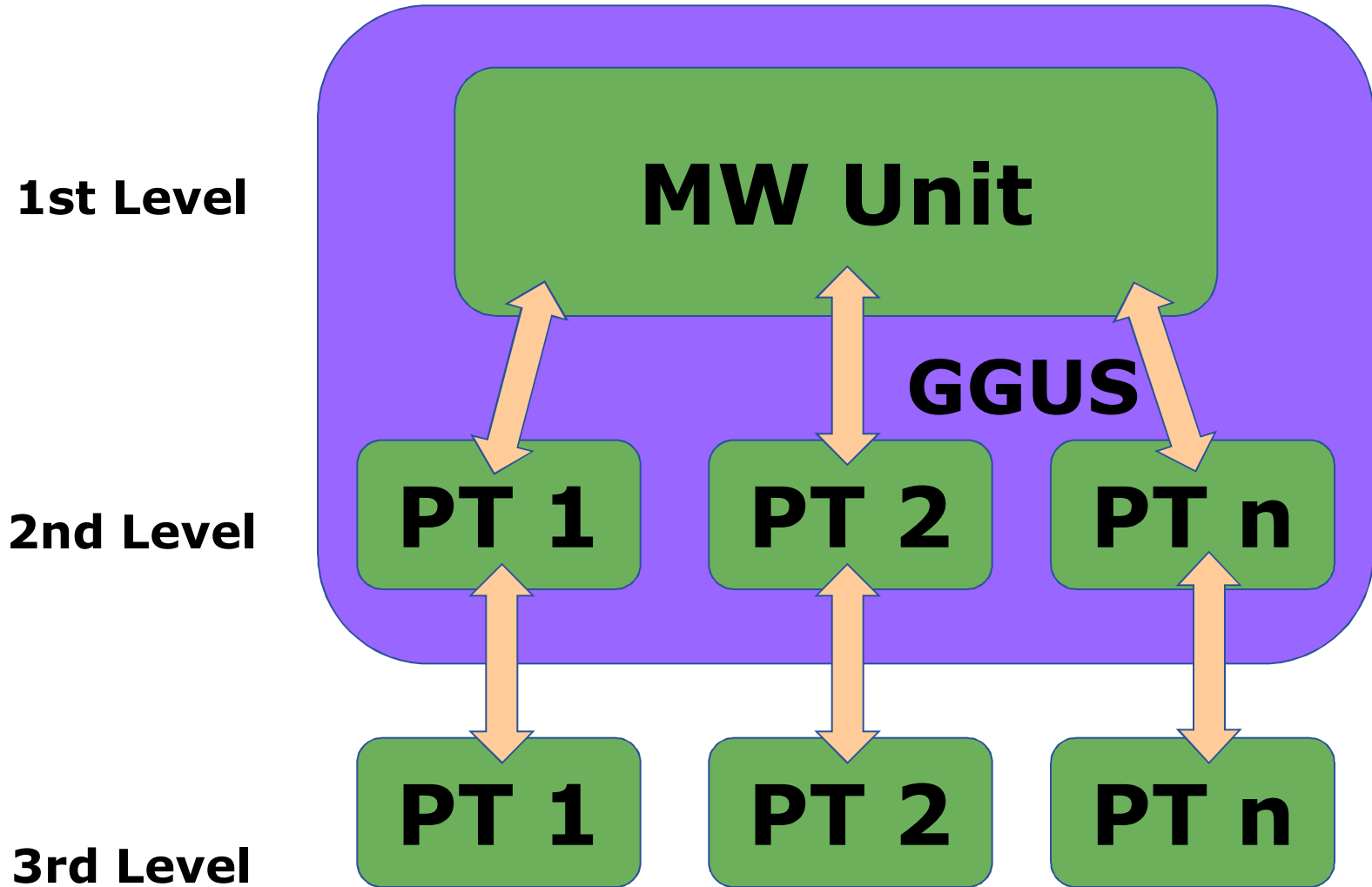


- **(Central) effort for user support will be reduced**
- **40 NGIs instead of 12 ROCs**
- **Regional support becomes more important**
- **Automation becomes more important**
- **Support has to span various projects**
 - EGI-InSPIRE
 - EMI
 - NGIs
 - (SSCs) / VRCs









1st Level

User Community Services

2nd Level

UC 1

UC 2

UC n

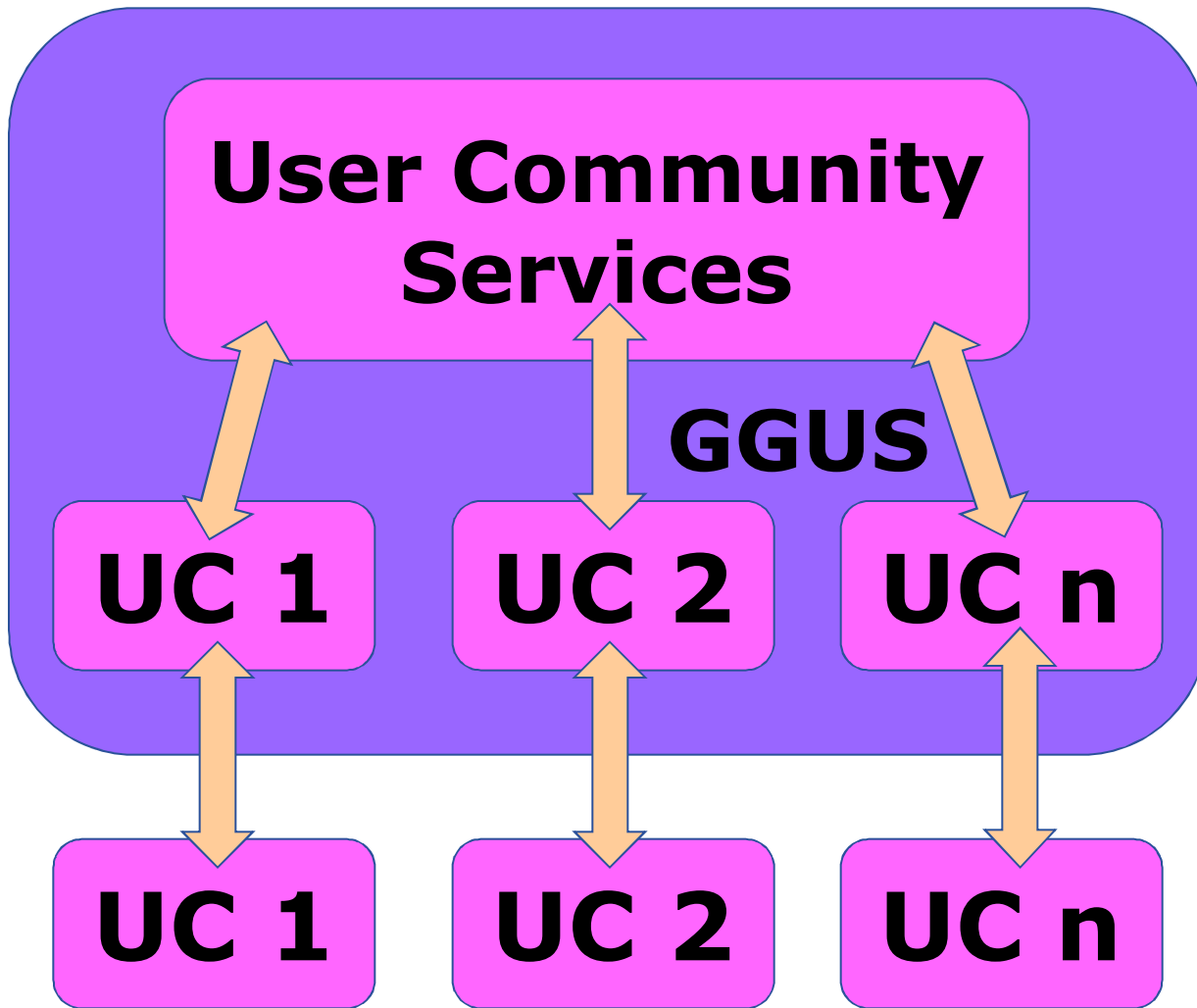
GGUS

3rd Level

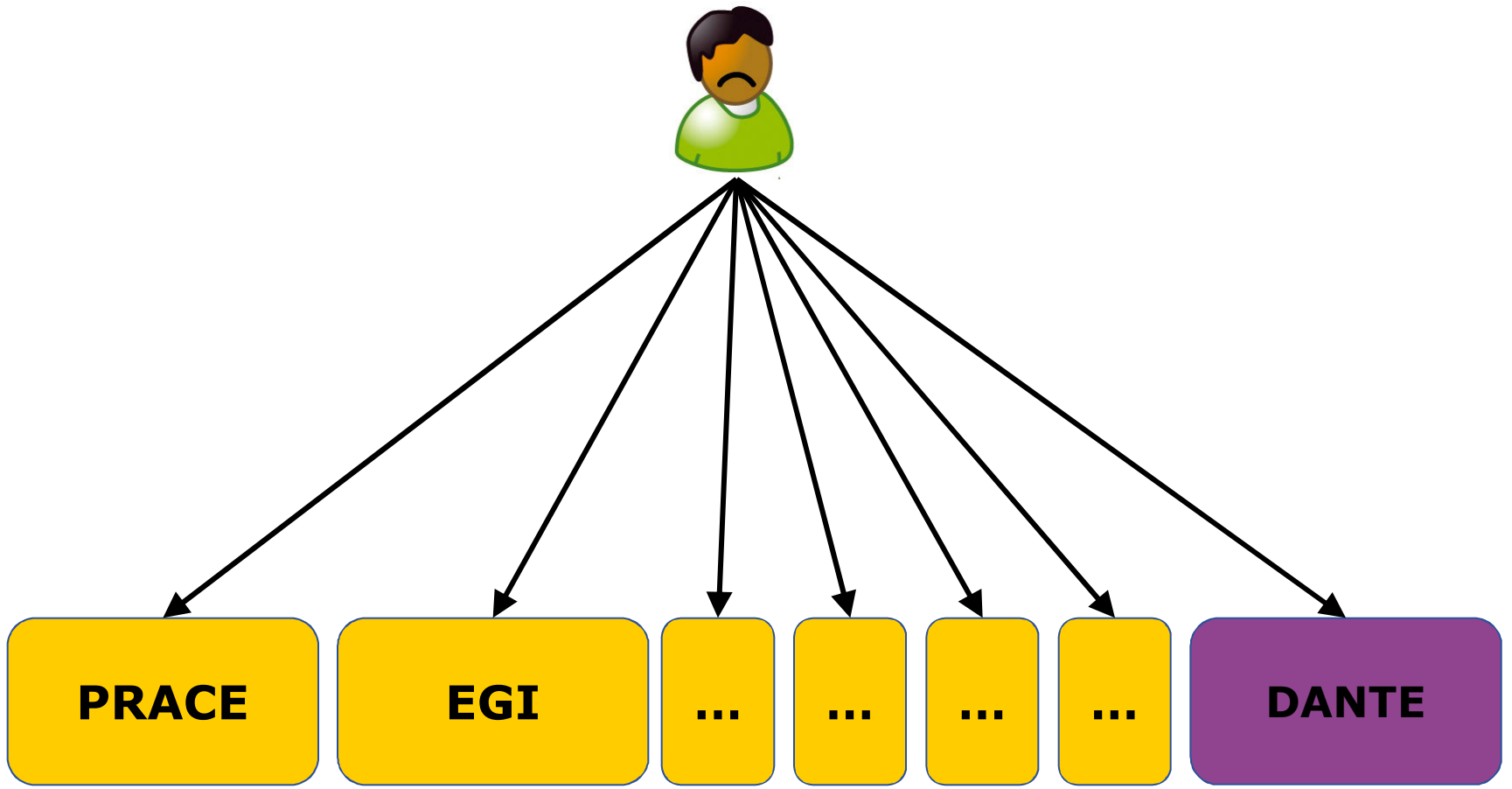
UC 1

UC 2

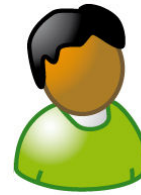
UC n



- **NGIs are the building blocks of EGI**
 - Variations in readiness
 - Quality of support
- **Sustainability**
 - Business model
- **Interaction with other projects**
 - Middleware providers
 - User communities
 - SLAs important
- **Common tools necessary**



- **GGUS allows the integration of support functions from other projects and infrastructures to be presented to the user**
- **They will have a single point of contact to resolve *any* problem with their resource provider**
- **Users will be able to access support from different DCI providers through one contact point**
- **Such integration provides for closer integration of European e-Infrastructures**



GGUS

PRACE

EGI

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DANTE

- **User support activity well prepared for EGI**
- **Resources are limited**
 - Common central tools across the projects needed
 - Regionalised vs. Regional
 - E.g. regionalised helpdesk run centrally
- **EGI needs to develop business model to guarantee sustainability**
- **Consolidation important**
 - If possible use what's around