

# TPM transition to EGI

*Torsten Antoni, Tiziana Ferrari*  
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- **We are assuming that**
  - EGI TPM duties will be as described by the “Strategy for a transition of the user support activity from EGEE to EGI” (currently v. 0.13 - <https://edms.cern.ch/file/1006814/1/StrategyNote-Draft.v0.13.pdf>)
  - the TPM service in EGI will be described by the current OLA service parameters. Is this a correct assumption?

- **the level of involvement of TPM in 1st line support to Specialized Support Centre projects has to be understood**
  - is GGUS only used for problems that are related to the middleware deployed and the infrastructure used?
- **What type of documentation to be produced by the TPM?**
  - “solutions” to be extracted from tickets and added to the GOC wiki just for problems of general interest
  - each SU has to maintain its own FAQ
  - GGUS manuals maintained by GGUS team
- **middleware bugs: who will be responsible of opening bugs in the EGI era?**
  - relationship between TPM and EGI.eu Middleware Unit? A workflow needs to be defined for streamlined communication
  - what tool/tools to be used to trace middleware bugs?

- **We need to be able to adapt once we see the overall picture of support in EGI**
  - Interplay between EGI.eu, NGIs, EMI, ...
  - Hopefully this will be clear soon
- **Should GGUS become the integration platform for various DCIs, things might change again**
  - This won't happen in the near future
- **„requirements gathering“ task got cancelled or grouped with other tasks and moved to EGI.eu**
  - What will become of USAG?

- **Until Jan 30 2010**
  - Requested a contribution from other ROCs during Jan 2010
- **After Feb 01 2010 until the end of EGEE-III**
  - Germany/Italy taking the full TPM responsibility
  - 2 week shifts
  - 2-3 people per NGI involved in the TPM duty
- **After EGEE-III**
  - Parallel shifts from Italy and Germany
    - better handling of support for non-gLite mw stacks
    - better service coverage during national holidays
    - stronger team work