



# User Support



**Torsten Antoni**  
**Harald Kornmayer**



# Recommendations from Luxemburg White Paper

- Infrastructure planning should include the provision of resources for the co-ordination and delivery of an educational programme covering all aspects of grid usage.
  - **Strong connection between education, training and user support is needed!**
  - **New users need user support after training**
  - **Coordination of information is a challenge**
  - **Establish generic connections to middleware providers to interact with supplier of components**
- We recommend that the infrastructure planning includes the provision of resources for the support of application areas, both in the form of support for the first application migration, and with dedicated ongoing support for application areas according to their scope and complexity.
  - **Depending on size of VOs**
- We recommend that the developments of day-to-day support systems for grids be fully supported.
  - **Federated model of EGEE should be followed up!**
  - **NGI should contribute to an European Grid User support system**
- It is important that user support system developments are fully documented and discussed at GGF and with other major grid projects. This applies also to the development of information systems for grid users.



# Recommendations from Luxemburg White Paper

- A policy for networking support for grid infrastructures should be agreed and made mandatory for all entities contributing to the operational environment. The implementation of the networking support should be interfaced to the overall user support infrastructure.
  - Connection are already established, but more discussion needed
  - Is there a centralized user support in networking?
  - Connection to supercomputing centers/projects?
- The eIRG has reviewed the recommendations for grid user support in the key areas of user education, the provision of easily accessible user information, support for applications and the day to day running of the grid and networking infrastructure. The eIRG would like to stress that the planning for such support of the infrastructure should allow for the continuity of support in national structures beyond the end of major grid projects.
  - NGI should address user support to get sustainability of e-Infrastructures
  - NGI should coordinate on European level (EGI)