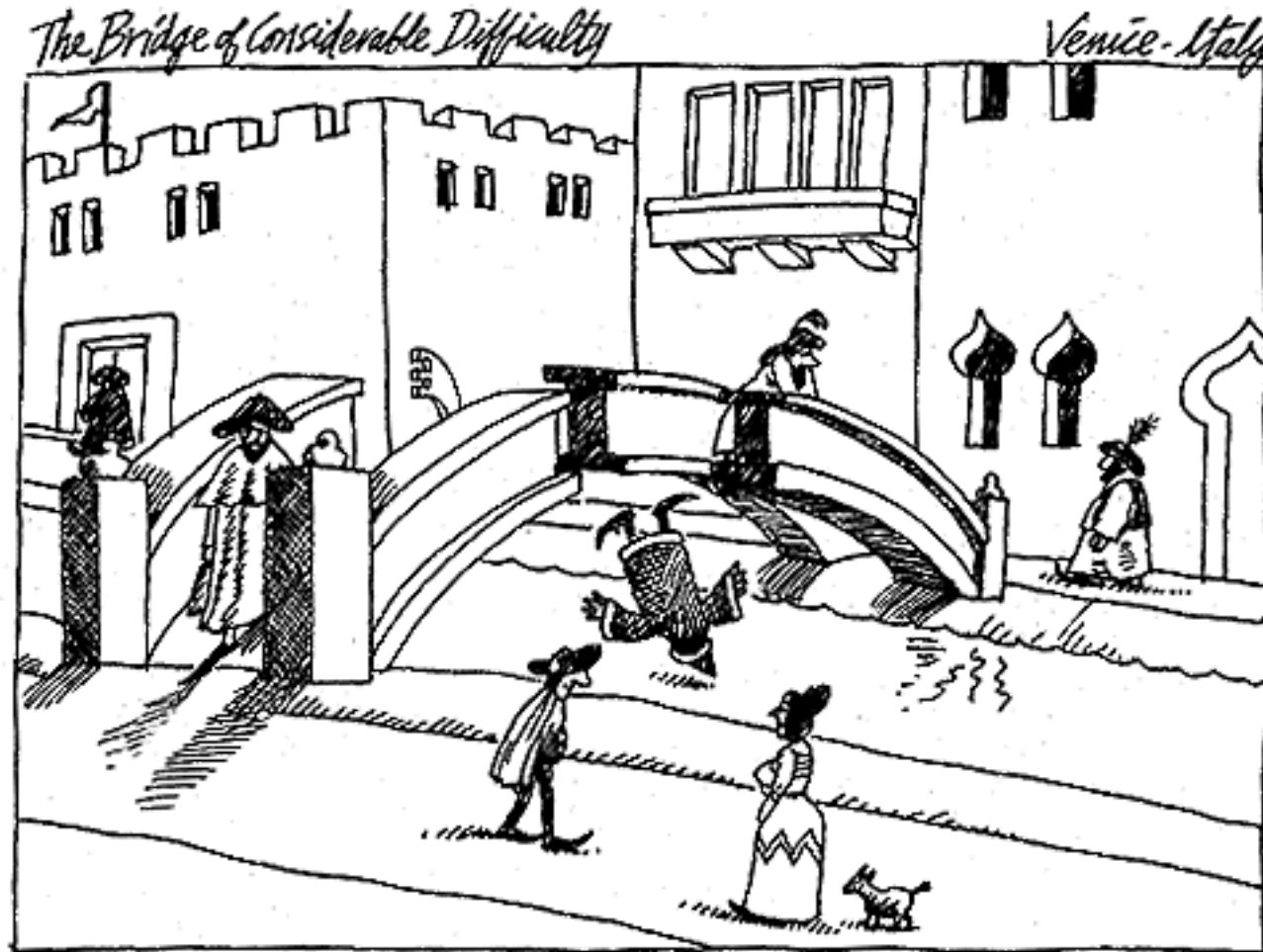# User Support is Damage Control!

The Bridge of Considerable Difficulty — Venice-Italy

- User support starts with good software, documentation, & training; user support DB should drive project developments
- What is the scope of helpdesk? Do *e.g.* SLA violation reports go to helpdesk? How about installation problems?
- Need more users to support.

Essential Points (User POV)

- Must scale (upwards!) in users, sites, communities
- Users, support staff, and problem are not at same place
- Not clear *a priori* where the best place is for a user to submit problem reports
- Fast response to user requires effective, hassle-free communication between various organizations is essential
- Accurate problem localization is essential.
- Accurate problem identification (user can't explain!) is essential. Language and terminology is important here!!

Secondary Point (field experience): knowledge base should be organized like Google, not like a library

EGEE Support Concept
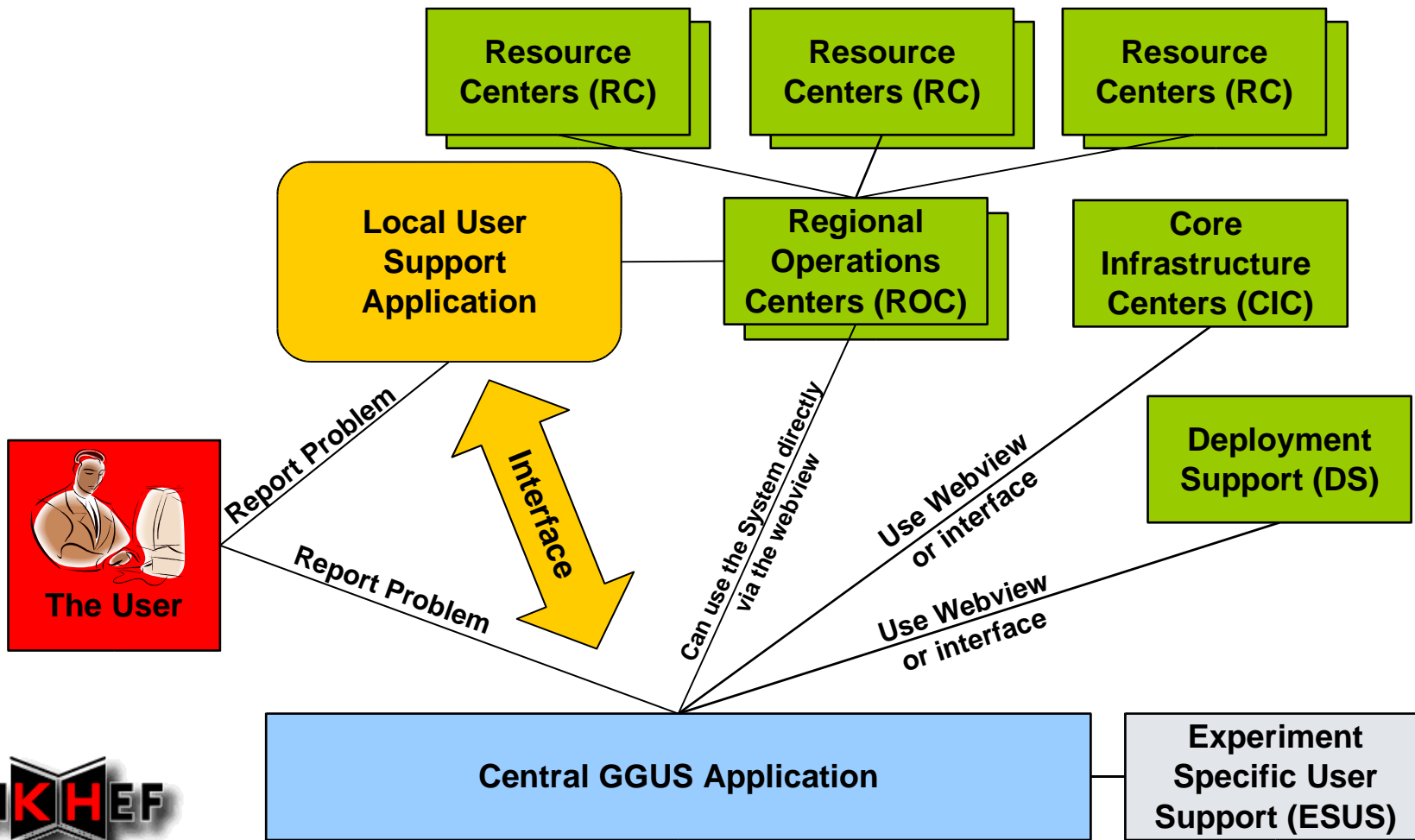
Points discussed

- Defining responsibilities (MoUs) is essential (can report a problem, but who solves it?)

- Allowing contributors to continue using own tracking systems is important

- Automatic routing between these systems is important

- Allow local support in local language, but translate if escalated

- Identifying & localizing problems is least developed, even in the software itself!