

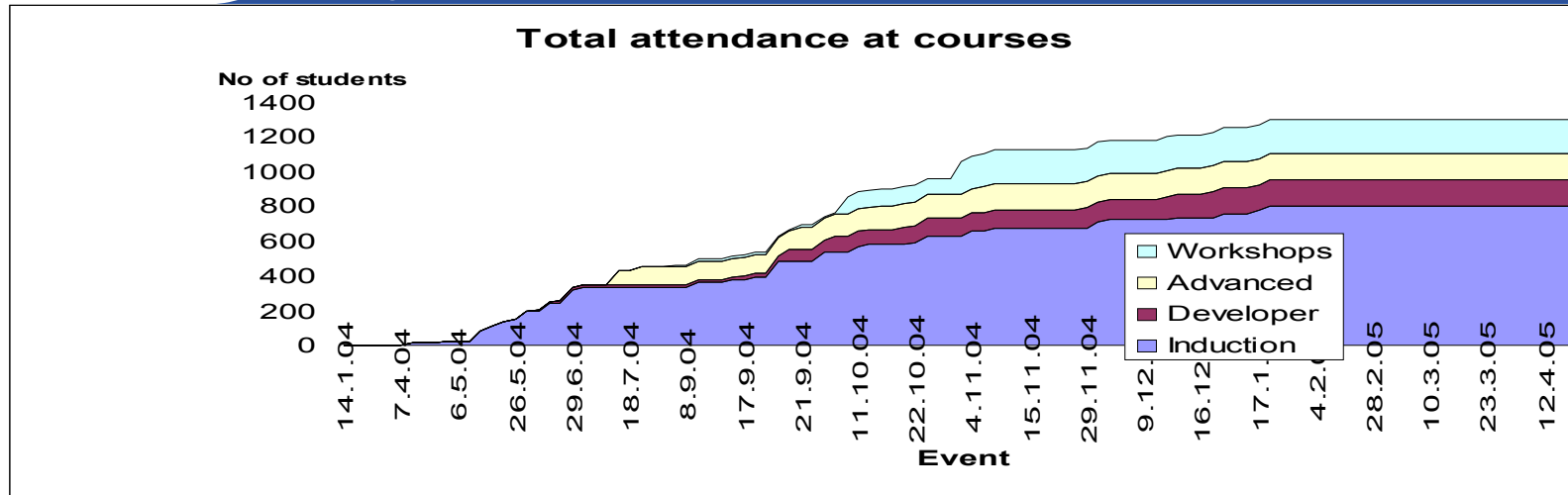
**An overview of EGEE model  
and experiences in providing support  
services to users  
(as a basis for ensuing discussion.....)**

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*(with inputs from many EGEE colleagues..)*

- **Our definition of users and necessary services**
- **One slide overviews in areas of service experience so far and pointers for future (to be discussed)**
  - *Education*
  - *User access to all levels of documentation*
  - *Ongoing support of applications integration and development*
- **More detail on GGUS system experience for round the clock user support - with pointers for discussion**
- **DISCUSSION (last 30 minutes)**

- **Users (customers)**
  - Wide variety of disciplines
  - Individual scientist/engineer/economist/service manager/application developer/.....
- **Services (the EGEE model)**
  - Education (getting started and keeping going..)
  - Access to broad range of information
  - Application integration and support
  - Round the clock support for users of grid data and compute services
- **We need to have long term relationships with customers and we need to manage these relationships (e.g education and all levels of user support are ongoing..).**



## ISSUES

- **Sustain high-quality training across the region needs**
  - Continuous collaboration
  - Focus
  - Leadership
  - Communication
  - Resources
- **Experts under heavy demand needed**
  - to inform planning, preparation and delivery of new courses
  - Consequence of rapidly developing e-Infrastructure
- **Demand for training is growing rapidly**
  - expands with each new community and operational advance

## Types of 'user' communities

### Users

Grid/distributed computing naive users  
Grid aware users

### Developers

Grid/distributed computing naive  
Grid aware Developers

### Advanced users/Operations staff

EGEE Operations staff  
External operations staff

### EGEE Portals

External  
Internal

## What do users think of documentation situation?

- Make information easy to find in a structured way
- It is not easy to get started in grids so....
- Please write 'grids for dummies'!

## DOCUMENTATION 'SOLUTION'

(joint effort by  
'dissemination', 'education', 'applications',  
'deployment' in a 'User Information Group')

- Single point of entry for documentation (?choice of tools)
- User focus in documentation

### Users

Quick start guides  
Manuals  
Security information

### Developers

Quick start guides  
API reference documentation

### Advanced users/Operations

Organisational reference  
Technical reference  
Security information

- **Support teams for Pilots (HEP and Biomed) are crucial**
- **Other Virtual Organizations supported by GILDA testbed team:**
  - Earth Science Academy (ESR)
  - Earth Science Industry (EGEODE -CGG)
  - Astroparticle Physics (MAGIC)
  - Computational Chemistry (GEMS)
  - Grid Search Engines (GRACE)
  - Astrophysics (PLANCK)
- **Development of complete interfaces with GENIUS for 3 Biomed Applications: GATE, hadronTherapy, and Friction/Arlecione**
- **Development of complete interfaces with GENIUS for 4 Generic Applications: EGEODE (CGG), MAGIC, GEMS, and CODESA-3D (ESR)**
- **Development of complete interfaces with GENIUS for 16 demonstrative applications available on the GILDA Grid Demonstrator (<https://grid-demo.ct.infn.it>)**
- **EGEE looking to strengthen ‘applications integration and support’ as part of overall ‘user support’**

General approach: **3 main support centres** to guarantee coverage **24/7** and **365 day support** and provide a single point of contact to customers and to local Grid operations.

To ensure 24x7 support, it was decided to have 3 GGUS teams in different time zones. GGUS started off at **Forschungszentrum Karlsruhe in Germany** in 2003 and has had a partner group at **Academia Sinica in Taiwan** since April 2004.

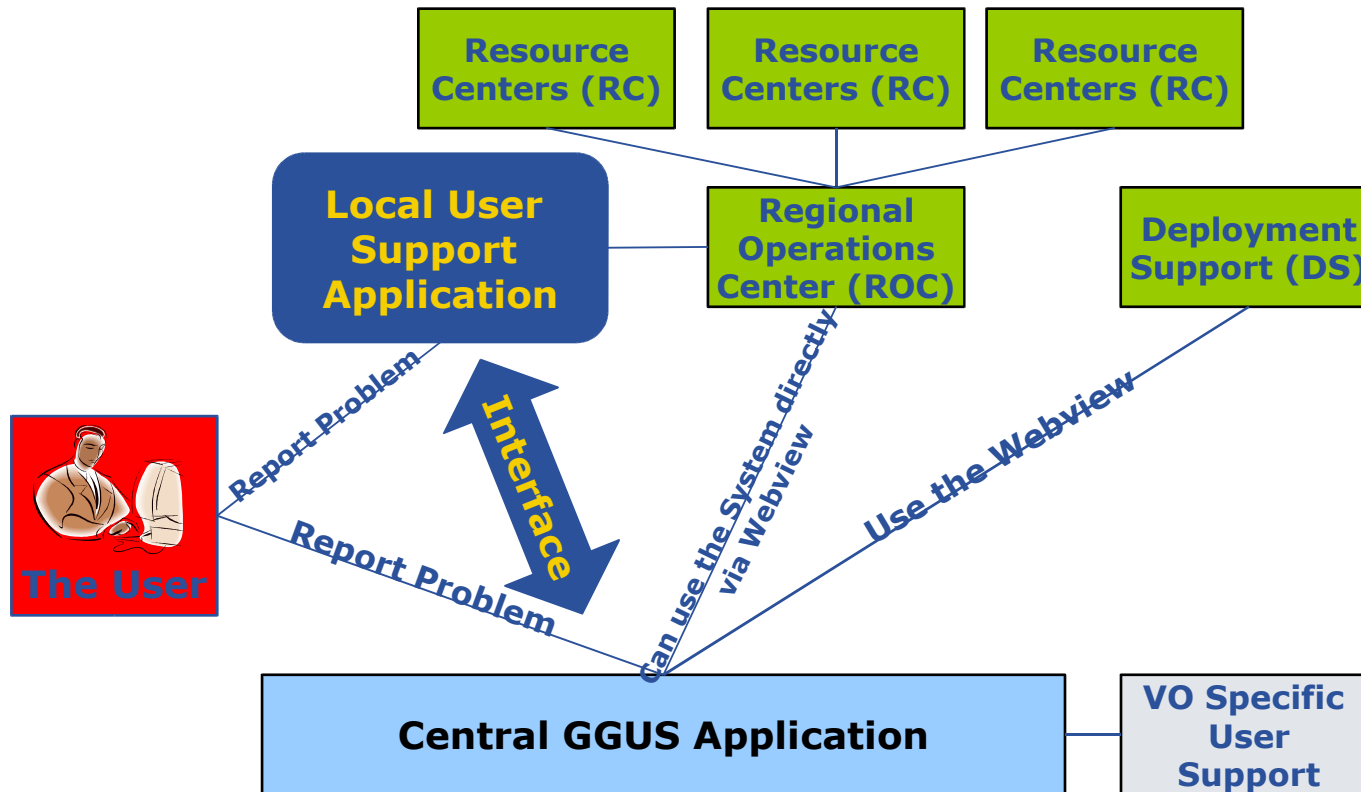
A third partner in **North America** will complete the 24 hours cycle.



Support time:

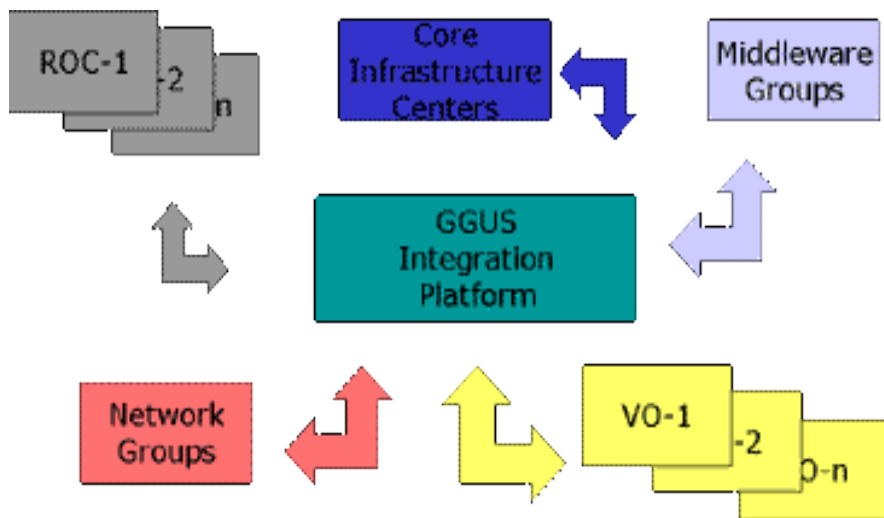
- ASCC: Mon. to Fri. 0:00 to 08:00 UTC  
(local time: 8 am to 4 pm)
- FZK: Mon. to Fri. 8:00 to 16:00 UTC  
(local time: 9 am to 5 pm)

■ The support model in EGEE can be captioned "regional support with central coordination". Users can make a support request via their Regional Operations' Center (ROC) or via GGUS. Within GGUS there is an internal support structure for all support requests.





● The ROCs and VOs and the other project wide groups such as the Core Infrastructure Center (CIC), middleware groups (JRA), network groups (NA), service groups (SA) will be connected via a central integration platform provided by GGUS.



● This central helpdesk keeps track of all service requests and assigns them to the appropriate support groups. In this way, formal communication between all support groups is possible. To enable this, each group has to build only one interface between its internal support structure and the central GGUS application.

- Choice of access points (for users, VOs, operations): ROC/VO or GGUS
- GGUS responsible for coordinating the effort
- ROCs involved in the support effort
- **Executive Support Committee** (ESC) responsible for:
  - Integrate all of the ROC helpdesks into the GGUS support system
  - Integrate the CIC operations into the GGUS support system
  - Integrate the VO operations into the GGUS support system
  - Documenting the workflow through the GGUS system for each unit
  - Enhancement of the GGUS portal
  - Establish the mechanism and collect feedback from users, developers, ROCs, etc.
- **Local support committee** (at ROC/VO) responsible for:
  - Identify local experts, creation of experts communities
  - Report on specific issues with local VO/ Operations support
  - Provide documentation, tools, how-to guides, examples
  - Agree on common interfaces, tools, information presentation.
- **User Information Group** responsible for:
  - Provide an entry point to EGEE which meets the needs of all user communities
  - Guarantee the appropriateness of the material it exposes

- **Users (customers)**
  - Easy access
  - Easy to handle, eg. tracing a ticket
  - Training on usage of support tools
- **Supporters**
  - In all areas of the project committed supporters are needed
  - Easy access
  - Easy to handle, eg. sharing problem with others
  - Training on usage of support tools
  - Building up knowledge on grid topics (first line support)
- **Others**
  - reaction on feedback to developers, operations personnel,...
  - Accept that support is vital for projects on this scale and act accordingly!

## Specific points for discussion on the EGEE support model are:

- **Practical experience so far with processing ‘user’ tickets**
  - principally working satisfactorily
  - slow response from support units (see SLAs)
- **Building of a knowledge base for problems and solutions**
  - starting, still problematic due to lack of „users“
- **Provision of a repository for documentation, FAQs and news**
  - in progress, combined effort of several activities through UIG, ESC
- **Problems of integrating all groups into central system**
  - distributed helpdesks difficult to maintain
  - one system for everything might be confusing
- **Service level agreements and escalation mechanisms**
  - important, not yet recognised as being important by everybody
  - necessary to make the whole thing work

- **Implement the central system as a relay system**
  - done
- **Consider making the user's it-support department the entry point**
  - ROC responsibility, can be done
- **Consider full text search model for the knowledge base**
  - will be done once this gets going
- **Consider ways to couple back statistics to developers, operations**
  - developers and operations are involved in the support process
  - central system is capable of doing this

