

Key points from User Support

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- **Supported the federated approach**
- **Document clearly specification of a ticketing system** (Format of ticket database, routing mechanisms, problem categorisation etc.) **(connection with GGF)**
 - Recommend that tickets in first instance go to VOs as first filter (to be discussed with VOs)
- **Document current thinking on design of storage and access to all levels of grid information**(user guides, technical documents etc...**(connection with GGF)**)
- **We must maintain education as a strong component of user support** – this is an ongoing process
- **We must provide ongoing support for the integration and support of application communities**
- **Plan sustainability of support at all levels in countries/regions/VOs**