CE User Support

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User support goals

- support users from region, as close to users as possible
  - subsidiarity principle
  - language problems
  - personal contacts
  - bring new user groups
  - help to improve usage of grid by supported groups
- VOCE as entry-point for new users (next presentation)
  - 157 active users (496 registered during VOCE live)
  - 87 registered in last six months
- support VOs which
  - have strong user groups in our region (LHC, chemistry)
  - are managed/supported by organization from our region (Auger, chemistry)
- provide regional helpdesk
  - used (primarily) for addressing operational problems, contact point of ROC
User support tasks

- TPM shifts
  - ICM + Cesnet, RBI+JSI
- supporting user communities (specific VO’s, user groups)
  - Cesnet
    - VOCE, Auger
    - USAG participation, see DSA1.6 for USAG report
  - ICM
    - CMS, LHCb, COMPASS, EUHIT, BIOMED
  - Agrid
    - mostly local users, running on VOCE
- regional helpdesk
  - ICM, separate presentation
- SA1 participation in site and user training
  - small effort promised from Agrid, Cesnet, ELUB
user support using VO’s native ticketing system
- GGUS (VOs tightly related to EGEE, small VOs)
- VO rt system - VOCE, Auger
  - RT not integrated with GGUS directly, CESNET is working on RT-GGUS interface
- regional helpdesk
- no specific coordination of support groups in CE region
  - supporting different user groups, overlap on VOCE

regional helpdesk used for operational problems
- integrated with GGUS
- problems of all CE sites reported there
- ROC to NGI transition
  - each country will need helpdesk, connected to GGUS
  - or use GGUS directly?

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