

## **Sustainable Grid User Support**

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In a worldwide distributed Grid project such as EGEE (Enabling Grids for E-science) it is one of the challenging tasks to build and maintain a reliable user support infrastructure.

During the last years the GGUS (Global Grid User Support) system has been developed as EGEE's answer to that challenge. The system is designed as a distributed infrastructure with central coordination. With the fast growing number of users and as a result an increasing number of support staff, the technical and procedural scalability becomes a major issue. The interoperability with other Grid initiatives and existing support structures are most vital for the sustainability of the system, especially in the light of the transition from EGEE to EGI.

This includes technical as well as organisational aspects which will be described in detail. An outlook will be given on the semantic integration of the expertise spread over different document repositories.