

## **Grid user support beyond the project life cycle**

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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. GGUS is designed as a distributed infrastructure with central coordination. With a growing number of users and support staff, the technical and procedural scalability becomes a major issue. Interoperability with other grid initiatives is vital for the sustainability of the system, especially in the light of the transition from EGEE to EGI. A number of new features have been implemented to streamline the support workflow and prepare the support infrastructure for a mostly distributed operations environment. These features and the processes they support will be presented and an outlook will be given on grid user support after the end of EGEE.

