User Support for Distributed Computing Infrastructures

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From EGEE to EGI

- EGEE is a monolithic Project including
  - Operations
  - Middleware development and testing
  - User community services

- EGI will be much more heterogenous
  - One slim central project
    - Coordinating operations in 40+ NGIs
    - Developing and maintaining central tools
    - Collaborating with external projects
      - Middleware development
      - User community services
Global Grid User Support (GGUS) is the EGEE support infrastructure for grid users, deployment and operation problems.

It does not substitute but integrates existing infrastructures and coordinates support efforts.

“Regional support with central coordination”

GGUS is widely accepted and used throughout the project.
User support in EGI

- (Central) effort for user support will be reduced
- 40 NGIs instead of 12 ROCs
- Regional support becomes more important
- Automation becomes more important
- Support has to span various projects
  - EGI-InSPIRE
  - EMI
  - NGIs
  - (SSCs)/VRCs
Workflow for global VOs

- GGUS
  - Central First Line Support
  - Regional First Line Support
  - Second & Third Level Support

Interfaces

Left-overs

Automation

Direct assignment
Workflow for regional VOs
Workflow for Middleware issues

1st Level

MW Unit

2nd Level

GGUS

PT 1

PT 2

PT n

3rd Level

PT 1

PT 2

PT n

1st Level

MW Unit

2nd Level

GGUS

PT 1

PT 2

PT n

3rd Level

PT 1

PT 2

PT n
Workflow for community services

1st Level

User Community Services

GGUS

2nd Level

UC 1

UC 2

UC n

3rd Level

UC 1

UC 2

UC n
Issues and challenges

• NGIs are the building blocks of EGI
  – Variations in readiness
  – Quality of support

• Sustainability
  – Business model

• Interaction with other projects
  – Middleware providers
  – User communities
  – SLAs important
  – Common tools necessary
Integrated support for European DCIs

- PRACE
- EGI
- ...
- ...
- ...
- ...
- DANTE
Integrated support for European DCIs

• GGUS allows the integration of support functions from other projects and infrastructures to be presented to the user

• They will have a single point of contact to resolve any problem with their resource provider

• Users will be able to access support from different DCI providers through one contact point

• Such integration provides for closer integration of European e-Infrastructures
Integrated support for European DCIs

- PRACE
- EGI
- DANTE

GGUS
Conclusions

• User support activity well prepared for EGI

• Resources are limited
  – Common central tools across the projects needed
  – Regionalised vs. Regional

• EGI needs to develop business model to guarantee sustainability

• Consolidation important
谢谢你

(Thank you)