

Supporting data infrastructures

The UK Grid for particle physics, GridPP, provides a data management infrastructure for scientists participating in the Large Hadron Collider experiment and others. To provide and support this infrastructure, we have set up a group of dedicated supporters working with site administrators; this group again works with the users. This paper looks at the practical aspects of providing such support: coordination, communication, managing users, managing security incidents, the role of policies, testing and deployment, etc. The experiences are from GridPP but the work will be relevant to anyone supporting a large e-infrastructure or cyberinfrastructure (particularly data infrastructures). A brief summary of this early results was presented at the UK AHM 2010 in Cardiff but this paper will present more details. We have also extended the work by covering international collaborations, non-physics users, and by focusing on the particular issues associated with data management, and more.

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