Supporting Distributed Computing Infrastructures

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- Supporting an NGI
  - NGI-DE as an example

- Supporting a multinational DCI
  - EGI as an example

- Supporting federated DCIs
  - An outlook
NGI in context (NGI-DE example)
NGI support infrastructure

- NGIs need a support infrastructure that meets their requirements

- Depending on the size and complexity of the NGIs the support infrastructure can vary:
  - Mailing lists
  - Out-of-the-box ticket system
  - Customised ticket system integrated into a set of interacting operations tools
NGI as part of larger DCI

- Interface to international support infrastructure
  - Manual interface
  - Automatic interface between national and international support systems
Multinational DCI (EGI example)
EGI support infrastructure

First Line Support

GGUS

Operations Support
Regional Support (NGIs)
Community and Application Support
Network Support
Middleware Support

Various other support tools
Operations support in EGI

First Line Support

GGUS

Central Operations

NGI

RS 1  RS n  RC 1  RC 2  RC 3  RC n

Regional Ticket System
Technology support in EGI

First Line Support

DMSU

IGE

EMI

PT 1  PT 2  PT 3  PT 4  PT 5  PT n
Support Infrastructure in EGI

- Central Helpdesk
  - Hosts all project-wide support units
  - Acts as integration platform between
    - other central tools (GOCDB, Ops Portal, …)
    - Regional helpdesks (NGIs)
  - Communicates with external support infrastructures (e.g. Technology Providers)
Tools in EGI

- GGUS as central integration platform
  - Successfully used in EGEE and EGI
  - Basis of the Technology Helpdesk for EGI, EMI and IGE

- xGUS helpdesk template for NGIs and user communities
  - Hosted and maintained by GGUS
  - Customisable
  - Interfaced to GGUS
Supporting federated DCIs (current situation)
Supporting federated DCIs (a possible future)
Adding the user to the picture

User Communities

First Line Support
- MW Support
- Operations Support
- Community Applications Support

DCIs

First Line Support
- MW Support
- Operations Support
- Community Applications Support

EGI

Integration Layer (GGUS)

Technology Provider A

Technology Provider B

Technology Provider C
Seamless Support!

- Federation of DCIs
- Multinational DCI
- National Grid Initiative
- Regional Grid Initiative
- Computing centre

Technology Provider

- Local User
- Regional VO
- National VO
- International VO
谢谢你