

SA3

Brussels

30 March 2011

Scope

- Provide, through a single user interface, user administration, resource management, accounting, reporting and a central helpdesk for users of the service.
- Provide support for a broad range of applications in porting and initial optimization of their applications on the EUFORIA infrastructure
- Partners:
 - Lead Partner: UEDIN: 7 PM
 - Other Partners: PSNC: 6 PM
 - Other Partners: Chalmers, CSIC, CIEMAT, FZK, BSC, CSC: 3 PM

Implementation

- Worked with JRA3 and SAFE developers to develop and deploy helpdesk system
 - Requirements capture for functionality
 - Grid adapted system, integrated with VOMS and other Grid monitoring systems
 - Multiple methods for query submission
 - Allow users to track and monitor their own queries
 - Collect user data (addresses, etc...)
- Adapted accounting/reporting functionality for Grid infrastructure too
 - Enable querying of use by job type, site, user, date, etc...
 - Some potential issues with data regulations reduced effectiveness of this functionality

Implementation

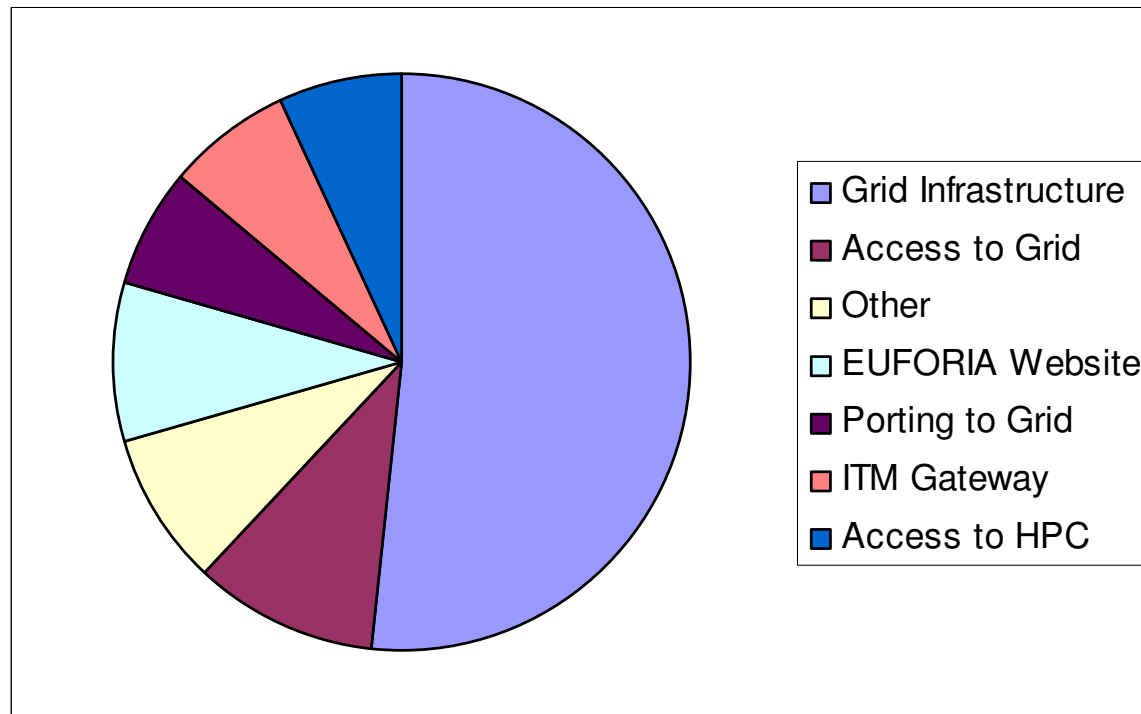
- Support throughout project
 - Working with internal and external partners
 - Supporting use and development
 - One-to-one contacts heavily exploited
- Central Support through helpdesk
 - support@euforia-project.eu
 - sa3@euforia-project.eu
 - Web form at support.euforia-project.eu
 - Directly using SAFE
 - Single point of contact for queries and problems
 - Advertised through project wide mailings and at training events
- Work heavily with other work packages
 - Especially SAs
 - Also training and documentation
 - Training events essential contact with users

2010

- Run helpdesk and provide support
 - Centralised support point
 - Support provided through individual contacts and training
 - Report bugs and problems with helpdesk
 - E-mail, chat clients, skype, etc...
- Work with service work packages (SA1 and SA2)
 - Also with tool developers (JRAs)

2010

Metric	Target	Current
All queries finished in 3 days	97%	94.3%
Queries assigned in 3 hours	95%	97.1%
All queries finished in 1 day	75%	91.4%



2010

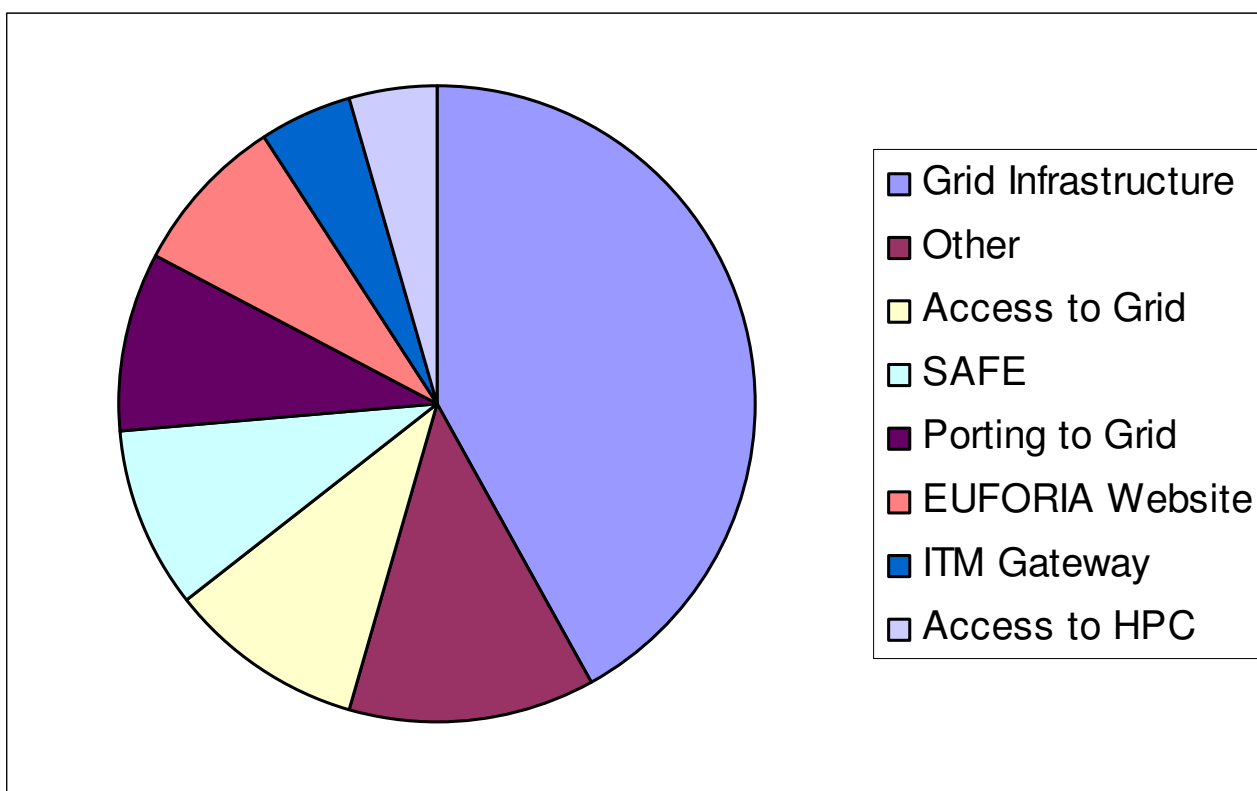
- Supporting users that were porting applications into Kepler environment
- Debugging and improving users' workflows
- Helping users to adapt workflow templates to their needs
- Supporting users via e-mail regarding following topics: executing jobs within GRID, obtaining GRID certificates, utilizing Kepler in terms of GRID job management
- Reporting GRID related issues to appropriate lists during users' workflow testing
- Porting applications
- Tutorials for users' community
- Material provided online for help
- Supporting site administrators (i.e. Gateway for installing software)

2010

- Pro-active support
 - JRA3 (and JRA1 and JRA2)
 - Actively using infrastructure, identifying problems and fixing them before users encounter them
 - i.e. JRA3 → SA1 to fix problems or provide help
 - Integrated testing of infrastructure
- Native support
 - HPC support through DEISA sites and others

Implementation

Metric	Target	Current
All queries finished in 3 days	97%	95.9%
Queries assigned in 3 hours	95%	94.6%
All queries finished in 1 day	75%	91.9%



Deliverables and Milestones

- MSA3.1: Service Administration Facility
 - PM 12: Delivered on time
- DSA3.1: Maintenance, running and query answering for the registration and helpdesk
 - PM 24: Delivered on time
- MSA3.2: Front Line Support
 - PM 30: Delivered on time
- DSA3.2: User Support – Final Report
 - PM 36: Delivered on time

Impact and Sustainability

- Evaluated through user questionnaires
 - SA1 and SA2 evaluations
- Software developments
 - Integrated back into main development
 - Used for other projects and places (UK national service, DEISA accounting, etc...)
- Support provision
 - Service available at least 6 months beyond project end
 - Move active and re-current queries to infrastructures (i.e. DEISA, PRACE, EGI)