

# GGUS Advisory Board Meeting

*Monday, 8 April 2013 11:00 (1 hour)*

## Impact

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## URL

<https://indico.egi.eu/indico/conferenceDisplay.py?confId=1348>

## Description

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## Summary

This is a face to face meeting of the GGUS Advisory Board (GGUS-AB). GGUS (Global Grid User Support) is the tool behind the EGI helpdesk.

This is a closed meeting - anyone intending to attend should contact the Chair, Malgorzata Krakowian.

The development of GGUS is guided by the GGUS-AB. The group usually meets on the phone after each GGUS release for discussing the high level strategic direction the development of GGUS should be taking.

The EGI helpdesk is one of the central tools used to communicate within the EGI ecosystem, inside and across the borders of projects, infrastructures and user communities. As such it is vital that the general strategic direction of the development is discussed with all the stakeholders.

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**Session Classification:** Project Meetings

**Track Classification:** Operational Services (Track Lead: T Ferrari and M Krakowian)