

Operations setup workplan

ACTION/ACTIVITY	Who is in charge	How	When	Output	Status
Setup communication channels and mailing lists	NGI FR/G.Mathieu		march 2014	working communication channels for all parties	in progress
Setup wiki space	NGI FR/G.Mathieu		march 2014	single entry point for project documentation	in progress
Description of offered service				Service offer document	
Define procedure to gain access to the service				Service access procedure	
Define AUP for the service				DIRAC4EGI AUP	
Discuss and define initial SLAs				DIRAC4EGI SLAs	
Establish basic user documentation				User documentation online	
Establish basic operators/admin documentation				Admin documentation online	
Define and establish initial operational model				Operational model published and in place	
Define and establish initial support model				Support model in place	
Define what are the engagements asked from operators				Simple MoU or basic document clarifying engagements	
Define and establish project plan and phases				? maybe not necessary within the pilot activity ?	
Organise user training activity				Proposed structure to provide training and tutorials	