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EGI Federated Cloud –Support process for use cases

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The EGI Federated Cloud was launched in production in May 2014 during the EGI CF 2014 and, after this event, many European scientific communities have been interested to test this new kind of resources offered by the EGI infrastructure to understand whether their research could profit of this new feature. So, in the last months, the EGI.eu User Community Support Team (UCST) received a lot of requests of support from communities asking help to understand how to start to use the EGI Federated Cloud. To properly manage all these requests and to offer an adequate support service to all the interested communities, the EGI.eu UCST defined a support process for use cases, identifying all the steps needed to allow a communities to fully exploit the EGI Federated Cloud (from testing to production). This support process, centrally coordinated by EGI.eu, also involves the NGIs, in charge of support national use cases. Relevant training material was also prepared to complimentary the direct user assistance.

This presentation will describe the defined support process for the EGI Federated Cloud use cases and introduce the training material now available. Furthermore the main use cases currently supported will be shortly listed, showing their status and how they are profiting of the EGI Federated Cloud. Finally, a list of requirements, collected by the user communities and not fully satisfied by the EGI Federated Cloud yet, will be presented. This list will be used to drive the future EGI Federated Cloud evolution towards the real user needs.

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