

EOSC-hub

T4.5 - Incident and Service Request Management, Problem Management

Description of the task

The task provides support to users and service operators through a single interface with the goal to track and respond to incident reports and service requests. These activities are grouped in:

1st level support is responsible for initial analysis of the incoming ticket, requesting additional information from the submitter, and then either delivering a solution or assigning the ticket to 2nd level support. The team will also maintain 1st level support processes and knowledge base.

2nd level support will be provided by experts from the e-Infrastructures service providers to solve incident tickets and liaise with the individual service providers, software providers or external projects or organisations in case expert support is required.

This task will ensure that all the tickets, also when assigned externally, are attended.

Three main objectives/tasks

- Provide first level support
- Move the tickets to the right 2nd level support when needed
- Ensure that all the tickets, also when assigned externally, are attended.

Partners involved and participation :

Lead: BSC; Participants:CESNET

The BSC will provide first level support for EUDAT
CESNET will take care of the support for EGI.
BSC will be the leader of the task, however the
tasks will be split between the 2 partners, as the
service will be done independently for the 2
infrastructures.

Workplan for the M1 to M12

- M1-M12
 - check the distribution of work between the task partners
 - find synergies between the different infrastructures used as 1st level support and provide general processes or a common way to generate the knowledge base, if possible.
 - Keep the 1st level support of EOSC-hub up and running
 - keep track for the tickets received and moved to other support levels.
- M12-M36
 - Keep the 1st level support of EOSC-hub up and running
 - keep track for the tickets received and moved to other support levels.