

TSA1.6 Helpdesk: GGUS status and 1st - 2nd - 3rd line support workflow

Thursday, 3 June 2010 15:00 (1 hour)

GGUS status assessment (Torsten Antoni)

1st line support: performance assessment (Torsten Antoni)

Deployed Middleware Support Unit: Michael Gronager

Discussion: structure of DSMU within GGUS, GGUS interaction with 3rd line helpdesk systems (gLite, Unicore, ARC)

Presenters: GRONAGER, Michael (NDGF); Dr ANTONI, Torsten (Karlsruhe Institute of Technology)

Session Classification: Status and roadmap of the SA1 tasks