MS410: EGI Helpdesk and the NGI Support Units

Description of the operational procedures and NGI support units within the production infrastructure including the network support provided in EGI through its service providers.

Introduction

*Will be written by Torsten*

Technical Infrastructure

*this chapter aims at giving an overview of the infrastructure how it is currently deployed*

* Central helpdesk   
  *will be written by TSA1.6*
* NGI support infrastructure  
  *To be written by the NGIs*  
    
  *Give a short description of your national support infrastructure and how it is linked to the EGI infrastructure. This should include:*
  + *List of NGI support units dealing with EGI tickets*
  + *Status of your NGI helpdesk (GGUS/NGI view/local ticket system?)*
  + *Peculiarities of NGI support infrastructure worth mentioning*
* Community/application support tools  
  *To be written by WP3: User Community Coordination*  
  *short description of tools used for community and application support and interfaces to other support activities*
* Middleware support tools  
  *To be written by WP5: Provisioning the Software Infrastructure*  
    
  *short description of tools used for community and application support and interfaces to other support activities*
* Network support tools  
  *To be written by Network support team*  
    
  *short description of tools used for community and application support and interfaces to other support activities*

Support procedures  
*this chapter aims at giving an overview of the processes in place in the various areas of user support and how they link into each other*

* Global support units and processes  
  *will be written by TSA1.7*
* NGI support units and processes  
  *To be written by the NGIs*  
    
  Please describe the NGI support process
  + *How is the first line support organised?*
  + *Do you have SLAs in place?*
  + *How are escalations handled?*
  + *Other topics of interest*
* Community/application support  
  *To be written by WP3: User Community Coordination*  
  *Please describe you support processes (SLAs/Escalations?)  
  Mention issues you see in your and the overall support processes  
  Do you see gaps?*
* Middleware support units and processes  
  *To be written by WP5: Provisioning the Software Infrastructure*  
    
  *Please describe you support processes (SLAs/Escalations?)  
  Mention issues you see in your and the overall support processes  
  Do you see gaps?*
* Network support units and processes  
  *To be written by Network support team*  
    
  *Please describe you support processes (SLAs/Escalations?)*   
  *Mention issues you see in your and the overall support processes  
  Do you see gaps?*

Summary and outlook

*Will be written by Torsten*