

## EGI Technical Forum



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### NGI User Support Teams

The stated goal of EGI is to provide significant added value for existing and new user communities. The main providers of User Support service in EGI are National Grid Initiatives (NGIs), under the coordination of the User Community Support Team (UCST) of EGI.eu in Amsterdam. While NGI teams primarily serve national users, using the communication and coordination services by UCST the needs of multi-national, structured scientific user communities can be also addressed by NGIs.

The session will present the structure and achievements of NGI user support activities, through a sample of presentations by NGIs with active user support teams. The presentations will provide information about various **reusable** human and software services and best practices that NGIs develop and use, for training, application access, application porting, portal development, documentation, VO setup and testing.

Attendance is useful and recommended to members of user communities and to those who are work in user support.

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<b>If you would like to give a talk in this “NGI User Support Teams” session then please email [ucst@egi.eu](mailto:ucst@egi.eu) before the 22nd of August.</b>

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Related information: <http://www.egi.eu/user-support/>

#### **Duration (90min sessions)**

One 90 minutes long session.

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