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## HPC Cloud - Interactive User Support

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For the BiGGrid, the National Grid Initiative of the Netherlands, SARA hosts a HPC Cloud service for the community.

We use a redmine portal for user support and to facilitate collaboration between users. Most tickets can be searched and read by users and can reference the documentation. It is easy to create public and private projects and has a role based authentication/authorisation model.

The HPC Cloud is a user focussed project and we extend that to our method of support as well.

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**Session Classification:** NGI User Support Teams