

PL-Grid - An example of an NGI support infrastructure

Thursday, 16 September 2010 17:00 (15 minutes)

In this session Polish NGI support structure will be presented. Polish NGI uses own helpdesk bi-directionally integrated with GGUS. National helpdesk is based on Request Tracker. The support groups include a national team responsible for assigning tickets which require that, a group of specific domain experts and of course the users. There are procedures in place which ensure efficient problem solving. For the process overview there are reports generated in RT which allow to identify problems.

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Session Classification: EGI Helpdesk - Support, Process and Implementation