

## **xGUS - an easy way to set up an NGI helpdesk**

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With the transition from EGEE to EGI the formerly federative model of ROCs changed to the model of NGIs (National Grid Initiatives). In order to fulfil the requirement of having its own helpdesk, GGUS offers the NGIs a regional support portal template which is based on a slim version of GGUS.

It includes all basic support portal functionalities such as a ticket database, an email engine, user administration, a news module and basic portal administration. This means that fields like ‚Type Of Problem‘, ‚Affected Site‘, ‚Affected VO‘, ‚Responsible Unit‘, and link lists can be administered directly via the portal.

The template comes with synchronization to GGUS, so tickets coming from or going to GGUS are duplicated and synchronized automatically.

The layout will be adjusted to a provided banner.

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**Session Classification:** EGI Helpdesk - Support, Process and Implementation