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GGUS - EGI's central helpdesk

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The transtion EGEE to EGI made it necessary to adapt the support infrastructure and support processes to fit the new operations model. One of the major changes is that the support now has to cover a large number of independent projects (EGI-InSPIRE, EMI, IGE, …). In such a distributed environment it is even more important to have clearly defined processes and proper interfaces between the various tools in use.
This give an overview of the central user support tool, the GGUS portal, and describes the support workflows it facilitates.

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