

TPM - EGI's first line support

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

With the transition from EGEE to EGI the first line support (TPM) model has changed. From originally 15 support teams spread all over the EGEE region two teams one in Italy and one Germany are remaining and share the work in biweekly shifts. The talk will cover the questions how the new model is organized what EGI users can expect from the TPM and how EGI benefits from the agreement the TPM made to WLCG.

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Session Classification: EGI Helpdesk - Support, Process and Implementation