

EGI Technical Forum 2010

Thursday, 16 September 2010

EGI Helpdesk - Support, Process and Implementation - Verwey (16:00 - 17:35)

time	[id] title	presenter
16:00	[161] GGUS - EGI's central helpdesk	Dr ANTONI, Torsten
16:15	[162] TPM - EGI's first line support	DRES, Helmut
16:30	[163] COD - EGI's operator on duty	TROMPERT, Ron
16:45	[164] xGUS - an easy way to set up an NGI helpdesk	REISSER, Sabine
17:00	[165] PL-Grid - An example of an NGI support infrastructure	RADECKI, Marcin
17:15	[266] Network Support Coordination: Status and Plans	Dr REALE, Mario