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EGI user requirements – processes, tools and achievements

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The evolution of the European Grid Infrastructure is driven by the users. Therefore capturing and communicating feedback from users to the infrastructure as well as technology operators and providers is a key goal for the EGI-InSPIRE project and for the EGI community as a whole. A requirement engineering and tracking process was put in place by the EGI.eu User Community Support Team and Operation teams during the first year of the project. The process integrates the User Community Board, Operations Management Board and Technology Community Board with user, operation and technology provider communities, projects and teams. Software tools, such as the EGI Requirement Tracking system (RT), RT web gadgets, wiki pages are in place to support the process stakeholders. The presentation will provide an overview of the EGI requirement engineering process and the achievements in user requirement gathering, analysis and solutions during the last 12 months of the project.

Description of the Work

Requirements from EGI user and operation communities are recorded and managed through the EGI Requirement Tracker (RT) system [R1]. RT is open for anyone to communicate needs and requirements concerning the capabilities of EGI functions and services. Requirements are analysed by User Community Support Team (UCST) at EGI.eu, Operations Team at EGI.eu. If required experts from the NGIs and external technology providers are involved through the EGI Helpdesk [R2]. Requirements are prioritized by User Community Board [R3] and Operations Management Board [R4].

Web gadgets for the RT system are also available [R5]. These gadgets enable the integration of ticket submission and monitoring interfaces into NGIs' or user communities' websites.

During the last 12 months 110 requirements were solved covering a wide range of topics, such as data recovery, (#1239), partial file access (#927), information system improvements (#2781), APIs to the middleware services (#914), better multithreading and MPI support (#1241, #672,) as well as Application Database and Training Marketplace services improvements. Two requirement topics containing 3 requirements were solved by technology providers through the TCB. Technology provider roadmaps promise solutions for another 9 requirements in the next six months. Eight additional requirements have been endorsed by the TCB and are waiting for Technology Providers to commit resources for the development [R6].

The progress and achievements with requirement engineering can be monitored through a public page in the EGI Wiki [R7].

URLs:

[R1] –<https://rt.egi.eu/guest/>

[R2] - <http://helpdesk.egi.eu>

[R3] - https://wiki.egi.eu/wiki/Track_User_Support_Requirements#Open_requirements

[R4] –https://wiki.egi.eu/wiki/Track_Operations_Requirements

[R5] –<http://www.egi.eu/user-support/gadgets/rt/>

[R6] - https://wiki.egi.eu/wiki/Track_UMD_Requirements

[R7] - https://wiki.egi.eu/wiki/Solved_user_requirements

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