Contribution ID: **210**   Type: **not specified**

Introduction to the EGI User Support Platform

Wednesday, 28 March 2012 16:00 (10 minutes)

Users of the pan-European European Grid Infrastructure are supported through distributed teams. The teams operate within NGIs (National Grid Infrastructures), VRCs (Virtual Research Communities) and VOs (Virtual Organisations) and support scientific groups to create, operate and run data and/or compute intensive applications on EGI. The work of the user support teams is facilitated by a variety of software services delivered by a number of NGIs from EGI-InSPIRE: Applications Database from Greece, Training Marketplace from the UK, VO Services from Spain and Portugal and Requirement Tracker from the Czech Republic.

The Applications Database (AppDB) is a service that stores information about scientific applications, reusable application developer tools and about the programmers and scientists who have developed and use them. The Training Marketplace consist of a training events calendar, a training event map, and a repository containing training-related materials and meta-data about training resources located elsewhere within the community. The VO Services activity provides software services and documentations for the setup, operation and monitoring of Virtual Organisations. The Requirement Tracking system simplifies the task of tracking users'demand through a ticketing system that comes with simple client and back-end interfaces.

The talk presents the recent major improvements to these four services, focussing on those improvements within them that help the tools become sustainable, community-driven, community-developed and community-owned services within EGI. Recent features such as commenting, rating and detailed web monitoring help us identify the most relevant applications, tools, training resources within EGI. Notification systems and tagging that were recently integrated into AppDB and Training Marketplace enable customised information exchange among specific members of the community.

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Session Classification: VRC Support Platform