

FermiGrid Support Center

Questions?

- FermiGrid vs. Fermi Grid?
- Helpdesk involvement and support necessary.
- How to we implement and staff 24x7 support for the Grid Middleware?

VO Management

- Larger VOs will have designated personnel for VO administration.
- Smaller VOs may have designated personnel for VO administration.
- Helpdesk picks up VO administration for VOs too small to have dedicated personnel?

Grid Incident Response

- Incident discovered out on grid and reported to Fermilab
- Incident uncovered at Fermilab and coordinated with OSG.

Tools

- How do we get support for the underlying middleware?
- VDT team?
- OSG?
- Other?