US CMS Support Center

Computing Division Briefing

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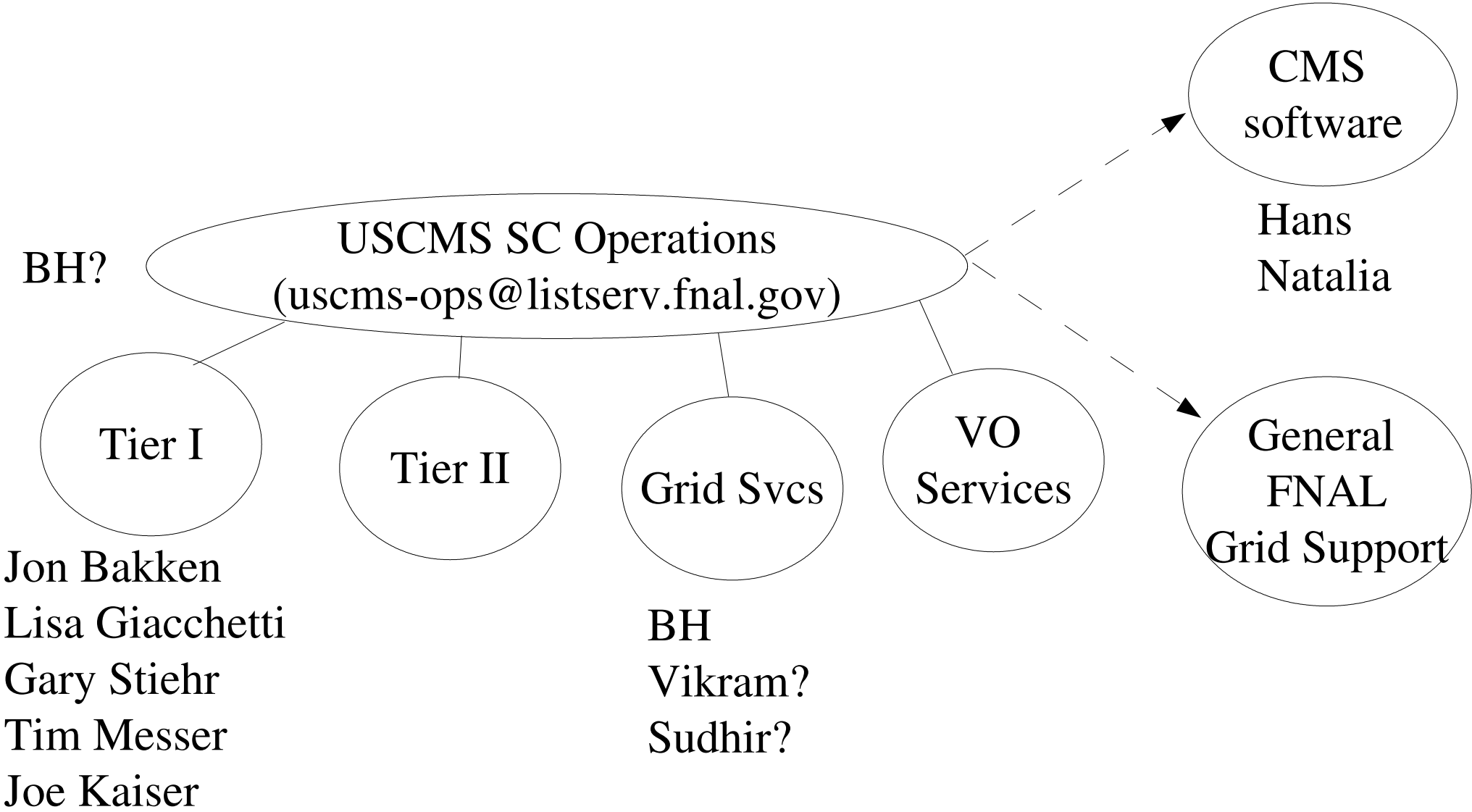
OSG Operations Model

- Distributed support
- Centralized tracking & monitoring
- Virtual Organization bears burden of support

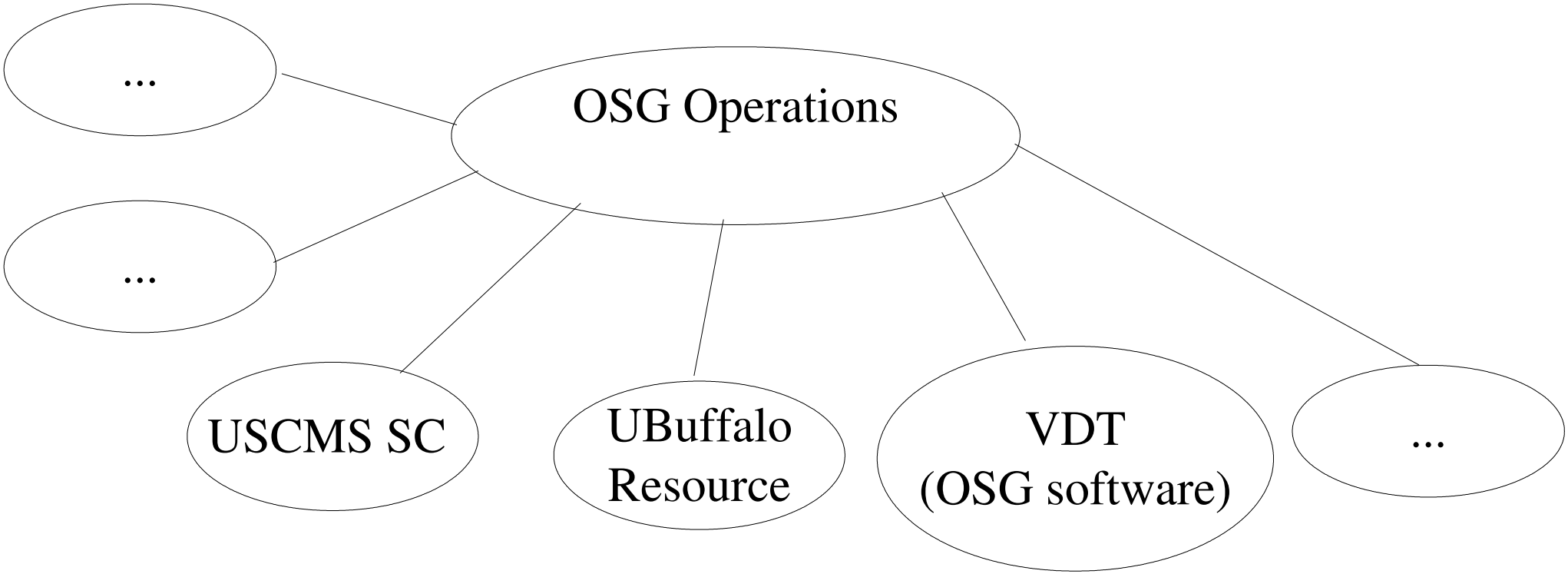
USCMS Support Center (SC)

- Will provide support to three classes of users:
  - Tier I
  - Tier II
  - Basic CMS User support (locally limited to client installation and configuration)
- Will provides support at four interfaces:
  - **Tier I**
  - Tier II
  - **Grid Services (OSG)**
  - Organization-wide services

USCMS SC infrastructure

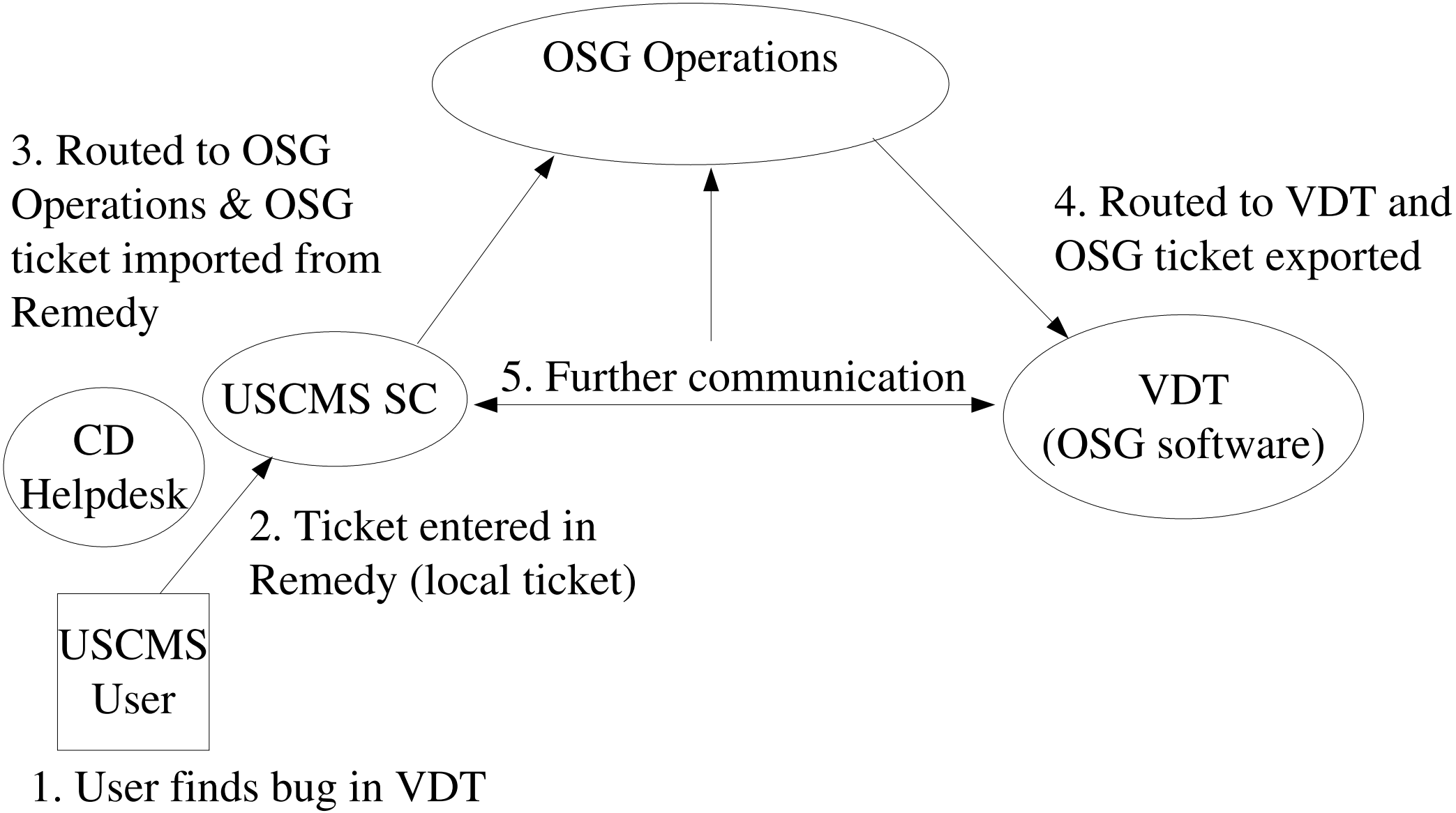


OSG Support infrastructure



Let's look at a use case

Use case: USCMS to VDT



Questions at the interfaces

- Will CD Helpdesk become Level 1 support for USCMS SC, or act more peripherally?
- At initial deployment, routing betweeen organizations will be done manually?
- OSG Operations may route intra-organization issues until local SC's gain experience?