

User Community Support Team

Contact the User Community Support Team:

e-mail: ucst@egi.eu

web: www.egi.eu/user-support

blog: www.egi.eu/blog

EG11003



You don't have to be a computing expert to use expert computing.

The role of the User and Community Support Team (UCST) is to create an environment where new and established user communities can thrive and make the most of the European Grid Infrastructure.

Our main goal is to steer the evolving infrastructure towards a position where users from all scientific disciplines can work and collaborate according to their research needs, without having to become experts in the infrastructure itself.

The UCST is based at EGI.eu's headquarters in Amsterdam, the Netherlands. The user support effort within EGI, coordinated by the UCST, brings together a

wealth of services delivered by the support teams of the National Grid Initiatives (NGIs). In addition, we can offer the following range of technical services, which are being developed within the EGI-InSPIRE project:

Applications database

The EGI Applications Database (AppDB) provides information about ready-made computing tools for scientists to use. The AppDB is a pocket guidebook to the grid computing world. Here is where scientists and researchers can find applications to make a difference in their work, who is using them and who are the developers behind them.

Training marketplace

The EGI.eu Training Marketplace has been designed to be a framework where upcoming training events and new training materials can be advertised. It's a place to find training events to suit your needs, or to propose sessions tailored to your requirements.

We want communities to post details on all EGI-related training events, no matter how small or large they might seem. We also want to encourage and support the development of self-guided training materials.

VO services

Physical access to the infrastructure happens through Virtual Organisations (VOs). We support VOs throughout the whole processes of start-up, management, operation and monitoring. We point user communities towards tools, services, documentation and procedural guidelines to maximise the usage of their resources.

Gathering requirements

The UCST captures, analyses and prioritises user and community requirements. The requirements tracking system helps the UCST to keep track of what needs to be done and provides an overview of what European scientific communities need from EGI. The process is transparent and open in order to allow users, partners and technology providers to interact with the system to speed up the delivery of solutions.

Helpdesk

For existing users who are familiar with the infrastructure, contact the EGI Helpdesk portal for problems experienced with the production infrastructure. New users may find that their needs are best met by contacting the NGI for their own country.

For all other questions or enquiries please contact: ucst@egi.eu.