



Enhancing Grid Infrastructures with  
Virtualization and Cloud Technologies

## **Contact Procedures and Supporting Tools for Targeted Communities**

Milestone MS2 (V1.0)  
10 September 2010

### **Abstract**

A inter-activity team will provide first-level support for the communities targeted by StratusLab. This team can be contacted through an open email list ([support@stratuslab.eu](mailto:support@stratuslab.eu)). If the support team members cannot answer a question directly, a ticket may be opened within the JIRA issue management system (SUPPORT project) to follow interactions with other members of the project. Common questions or issues will be documented on the FAQ page on the project's website.



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## Contributors

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## Document History

Version	Date	Comment
0.1	1 Dec. 2010	First draft for internal review.
1.0	10 Dec. 2010	Final draft.

# 1 Support Policy

It is important that members of the communities targeted by the project can reliably contact the project. To this end, the project will provide a team to provide first-level support to both end-users and administrators of StratusLab clouds.

The overall support process will be managed by WP2; however the support team will consist of people from several different activities:

- (WP2) 1 contact and 1 backup for end-user support
- (WP2) 1 contact for end-user support in bioinformatics community
- (WP4) 1 contact for overall integration of StratusLab distribution
- (WP5) 1 contact and 1 backup for Quattor installation questions
- (WP5) 1 contact and 1 backup for manual installation

Other members of the project will be contacted by the team members as necessary. This may be done through direct contact or via the JIRA issue tracking system.

The overall support process consists of the following steps:

1. External users/administrators should use the support mailing list to contact the support team with issues.
2. Team members should respond to those requests as appropriate or forward the request (via JIRA) to other StratusLab participants who can answer the question.
3. The support team should identify common problems and update the FAQ page with relevant information.
4. In parallel, it should create tickets in the STRATUSLAB category when bugs and/or requests for enhancement are identified.

This policy was defined and put into place before the first public release of the StratusLab distribution (9 November 2010).

## 2 Supporting Tools

The support process will reuse the collaborative tools already deployed for the project.

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Mailing list	<a href="mailto:support@stratuslab.eu">support@stratuslab.eu</a>
JIRA project	SUPPORT project within <a href="http://jira.stratuslab.eu:8080/">http://jira.stratuslab.eu:8080/</a>
FAQ page	<a href="http://stratuslab.eu/doku.php?id=documentation:faq">http://stratuslab.eu/doku.php?id=documentation:faq</a>

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