

OSG User Support

1. Effective service delivery for all XSEDE Users of OSG (Rynge, Sehgal – Ongoing)
2. Provide integration support for campus grids team and campuses, who wants to send jobs to the production OSG fabric (Rynge, Zheng – Ongoing)
3. Achieve production grade use of OSG by at least 2 additional communities (Slyz, Zaytsev, Garzoglio – 1st by Oct 2012 and 2nd by Feb 2013) current candidates are
 - a. DES
 - b. EIC
 - c. NEES
 - d. LSST
 - e. SuperB
 - f. Pheno
4. Provide at least 2 tutorials and documentation for new capabilities; current candidates are
 - a. OSG HTC tutorial at XSEDE12 (Rynge – July 2012)
 - b. OSG Public Storage Tutorial (Levshina – Sept 2012)
 - c. CVMFS-in-OSG Tutorial (Levshina – Jan 2013)
5. Complete transition from RENCi-Engage to other appropriate OSG environments (Sehgal, Rynge – Aug 2012)
6. Achieve limited deployment of public storage using iRODS for one VO (Levshina – Oct 2012)

7. Pro-active monitoring and resolution of production issues for “glideinWMS front-end” users (Sehgal, Zheng – November 2012)
8. Provide OSG overview presentations and integration guidance to new communities interested in joining OSG (Sehgal, Garzoglio – Ongoing)
9. Partner with site support to provide technical guidance and support for new communities who want to establish new sites on OSG (Garzoglio, Slyz - ongoing)
10. Provide technical support for Users in resolving obstacles to effective use of OSG (Slyz, Zaytsev, Zheng – ongoing)
11. Arrange to provide newsletter articles about new communities and sites (Sehgal – at least 1 per quarter)
12. Maintain and update VO & User Documentation pages (Slyz, Zaytsev, Rynge, Levshina – ongoing)

Metrics

1. Number of new community outreach presentations
2. Number of technology tutorials delivered
3. Number of new communities integrated into OSG
4. Number of hours served to XSEDE from OSG