

## OSG User Support (year6A)

### Report to Area Coordinators - November 9, 2011

On behalf of

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WBS	TaskName	InCharge	Current Status
5	User Support	Sehgal	
5.1	Enable new communities in achieving effective use of OSG	Garzoglio	
5.1.1	NEES	Garzoglio, Slyz	1) NEES hub is operational but use is very low at present; 2) OpenSees (Andre Barbosa) continues to effectively run on OSG (finished 3 batches – maybe one more soon)
5.1.2	LSST	Garzoglio, Slyz	Currently Dormant; awaiting support from FNAL team in adapting apps for use on OSG
5.1.3	DES	Garzoglio, Levshina	Contact established with researchers at SLAC for portings apps; and to help them federate their resources. No recent activity with NCSA team and leveraging Globus Online
5.1.4	EIC (BNL)	Slyz, Garzoglio	Working with Thomas Ullrich and Tobias Toll from BNL on porting event simulations for the Electron Ion Collider (EIC) project to OSG; close to being able to run ~10K hours per day
5.1.5	Baker Lab	Rynge	Assuming support role from Zach Miller at Wisconsin. Customer is happy but we suspect some issues with their job structure (too many jobs wait in queue for too long); will understand and resolve
5.2	Transition support environment for CI-Team OSG Users	Rynge, Sehgal	
5.2.1	Develop Plan	Rynge, Sehgal	Pending - likely to be delayed due to focus on XSEDE interface work (WBS 5.5)
5.2.2	Implement Plan	Rynge	Pending - likely to be delayed due to focus on XSEDE interface work (WBS 5.5)
5.3	Coordinate delivery oriented task forces	Levshina, Slyz	
5.3.1	GEANT4	Levshina, Slyz	Dependency on CVMFS needs to be resolved
5.3.2	SBGrid/eNMR	Levshina, Slyz	No significant recent activity; need to setup a pro-active contact to assure progress
5.4	Review technical plan for iRODS based opportunistic storage with Technology area	Levshina, Garzoglio	Plan reviewed with Miron & Brian; now proceeding to review with iRODS team (Reagan Moore) to insure support from them. Move to prototype implementation soon (December)
5.5	Develop methods and guidelines to enable XSEDE Users to effectively use OSG	Rynge	Initial contact with XSEDE staff on 10/26 and 10/28 to understand work elements. Need to accelerate progress to insure OSG presence in XSEDE POPS system by 12/15/2011 (this will enable users to request an OSG allocation for the period starting 4/1/2012)
5.6	Allocation & priority method for opportunistic cycles for “user” VOs (and XSEDE)	Rynge, Sfiligoi	understood and clarified. Of special interest is how the OSG-ET via User Support will control this system -- what is visible and what are the knobs?

WBS	Act-Num	Activity	Performance Goal	InCharge	Status
5	1	Weekly OSG VO Call – enable community building and self-help within the VOs	Attendance by > 5 VOs per call	Sehgal	Calls moved to every two weeks due to low attendance by VOs. The need for this call to resolve issues for VOs seems to have diminished as VOs are more experienced and documentation is better
5	2	Support the VOs in identifying and resolving issues affecting their ability to use OSG per their needs (via joint action of the VO community and OSG staff)	Survey for satisfaction with support process	Rynge, Levshina	Ongoing; no major issues from VO but occasional requests for information. User support has identified discrepancies in the Gratia database and requested support from Gratia and OSG operations in resolving these.
5	3	Monthly Tutorials at VO Forum	1 per month	Sehgal	Proceeding per plan

## Other Recently Completed Activities

Tested new RPM based VOMS in Engage VO; appears to work well

## Potential New Activities

- 1) Belle VO and PNNL integration into OSG
- 2) ALICE access to OSG opportunistic resources
- 3) iPLANT access to OSG opportunistic resources (<http://www.iplantcollaborative.org/>)

## Concerns/Issues

- 1) XSEDE will take a lot of focus and we must keep existing customers fully supported
- 2) OSG-CE operations interfaces not yet clear; do you have to be a Condor expert to drive this bus?