

OSG New Users Handling Improvement

Problem Statement and Proposed Solution

Today we don't have clear directions for new users of OSG; we do have a link at the OSG home page (<https://www.opensciencegrid.org/bin/view>) called "New Users" (upper left) and it points to good overview information. But it does not clearly classify the various types of new users and how they should interact with appropriate teams in OSG to get access and support. So the proposal here is to have the "New Users" Link point to a new page (see below) which in-turn will point to other pages and provide a road map for new users.

New Documentation Page "OSGNewUser"

Starts on next page...

Welcome to the Open Science Grid!

This page provides “a roadmap” for new users of OSG and directs them to the appropriate resources and teams in OSG to enable effective use of the OSG environment. The information below provides guidance on how new users can best start with OSG but if this does not seem to meet the need, users are requested to email user-support@opensciencegrid.org. The OSG supports many different types of users and they are described below along with an access path.

Introduction

The Open Science Grid (OSG) promotes science by enabling a framework of distributed computing and storage resources, a set of services and methods that enable better access to ever increasing computing resources for researchers and communities, and principles and software that enable distributed high through-put computing (DHTC) for users and communities at all scales. To meet these goals, OSG provides: 1) a set of operational principles and methods that organize users and resources into effective and productive DHTC communities; 2) consulting and support for stakeholders including a set of common computing services; and, 3) integrated and tested software platforms which enable building of distributed computing environments at both the national and campus level.

The Open Science Grid does not own the computing, storage, or network resources used by the scientific community. The resources accessible through the OSG are contributed by the community and organized by the OSG; an overview is available at [An Introduction to OSG and](#) the DHTC principles that guide OSG are described in the [OSG Blueprint](#). Today, the OSG community brings together over 100 sites that provide computational and storage resources; a current snapshot of deployment and usage is available at the [OSG Usage Display](#). Additional “how to” information is available at [An Introduction to Grid Users](#).

1. Members of an Existing Virtual Organization

An important concept in OSG is a Virtual Organizations (VOs) which is a collection of researchers who join together to accomplish their goals; the current list of VOs can be located at <https://oim.grid.iu.edu/oim/vo>. If you are already a member of one of these communities, you should contact the VO Manager or Administrative Contact for that VO to get membership and access to OSG.

2. A new collaborative community wanting to Join OSG

As new communities join and leverage the OSG capabilities, they can require guidance in the choice of technologies and support in transitioning their applications from their current model to the DHTC environment of the OSG. We provide consulting that accelerates the time-to-production of new science communities. If you want to form a VO or want to connect your computing resources to the OSG production fabric, we can provide guidance and technical recommendation on how best to benefit from the OSG services. OSG user support will work to understand your plans and arrange for a member of the User Support team to work with you in achieving your goals; please email user-support@opensciencegrid.org to start the process.

3. A team on a campus wanting to use DHTC

At academic campuses and research institutions, OSG promotes and enables easier and increased access to computing by providing methods and technologies for resource sharing; this spans sharing within the

campus, egress out to the national Cyber Infrastructure (CI) for access to additional computing, and ingress to shared campus resources from the national CI. OSG works with campuses to federate their resources into local DHTC frameworks and to enable sharing. To implement and leverage the Campus Grids path, please contact campus-grids@opensciencegrid.org.

4. A user who may already be affiliated with a regional OSG team

The OSG has many regional communities that support users at their institutions or in their geographical regions. Perhaps you can benefit from communicating with existing user communities near you who are prepared to assist you in accessing and using the OSG. The current list of communities and their new member contacts is:

Community	Institution or Region	New User Contact
GLOW	University of Wisconsin	
HCC	University of Nebraska	Email hcc-support@unl.edu
UCSDGrid	University of California at San Diego	
NC-Engage	North Carolina	
FermiGrid	Fermilab	
SBGrid	Harvard Medical School and Biology researchers in New England	

5. A new individual researcher wanting to use OSG

In addition, we provide a “getting started” Virtual Organization called “osg” that provides an environment for individual researchers who want to use OSG. This environment is designed for users who have good familiarity with using OSG; they can get credentials to use this environment by emailing new-user@opensciencegrid.org.

In addition, the OSG is available as a resource with the XSEDE allocation process; information on this is available at <https://www.xsede.org/web/guest/OSG-User-Guide>