**OSG year6 User Support Work Plan**

# Strategy

The goal of the User Support area is to enable new communities to quickly adopt the OSG DHTC model and to improve productivity for all VOs as OSG service capabilities evolve. This supports our aspirations to be “Open” towards supporting a diversity of research and science, taking into account requirements and modalities intrinsic to a domain. Leveraging efforts from all OSG areas, the team works to understand and facilitate troubleshooting of problematic or systemic failure modes that might be encountered by VO’s.

We support new communities that want to join OSG and leverage DHTC for their science. User Support will develop and deploy a consulting and assistance framework that accelerates the time-to-production of new science communities. We will provide guidance and technical recommendation to the VO on how best to benefit from the OSG services. We will offer to embed a member of the User Support team with each new community for up to few months to accelerate the ramp-up to production. We will provide direct contributions to customization and integration of the software. We will also collaborate closely with the community to help them validate the results produced on the DHTC fabric and confirm their scientific validity.

In support of well-established VOs, we will sustain the current work program by: conducting forums that build collaborative communities between the VOs that enable shared learning and mutual support; developing tutorials and documentation as the OSG integrates and deploys new technologies (e.g. new job submission methods, storage discovery tools); and for “non-VO affiliated” individual-users, we continue to provide the OSG-common VO service that allows a transitional environment for full-scale DHTC adoption.

Today user support happens at many OSG affiliated institutions (e.g. Wisconsin, Nebraska, RENCI, UCSD, etc.) and we envision similar support to also happen via the Campus Grids team in the future. This functional area does not attempt to centralize or control this broad set of activities that provide access to the DHTC environments for scientists. This area works to complement these activities by providing additional support to these distributed efforts and to anchor the direct support of certain communities that are typically referred to this team via the OSG-ET.

# Requirements

This functional area’s methods and practices are documented at <http://osg-docdb.opensciencegrid.org/cgi-bin/ShowDocument?docid=1028> . We will continue to evolve our process based on use and feedback.

1. Potential new communities are typically referred to this area by the OSG-ET for support. And when members of User Support become aware of candidate communities, those are presented to the OSG-ET with recommendations for action and request for approval by the OSG-ET.
2. We maintain communication with existing communities via the VO-Forum to understand their issues and roadmaps. When these interactions identify the need for new functionality, those are referred to the technology investigation or software teams (see section 6).
3. As the funding (currently under NCE) expires for the CI-Team and if there is no follow-on support, we will need to assure continuity to the scientists using OSG within that framework; this includes application support for those scientists and the submit infrastructure current operated at RENCI.

# Tactics and Changes in our Methods

There are some important areas of change and focus that we propose to implement in year6 in how we perform our work:

1. A key to success with new communities is actually demonstrating the value of OSG to science within that community. For LSST and NEES, we have invested in helping specific users within those communities “port” their application to run on OSG and achieve results. This has created a better understanding of the value of OSG within those communities and positively contributed to their decision to become VOs. Thus we plan to continue and strengthen our phased approach (see User Support process) in engaging actual users within new science communities (e.g. DES).
2. In the VO Forum, we have recently brought in several tutorials on new tools and technologies – presented by the subject matter experts. There has been positive feedback on this and we will continue to strengthen this practice. We will plan tutorials for all new technology offerings made available by OSG.

# High-level Goals

## Projects (with Date targets)

1. Enable new communities in achieving effective use of OSG
   1. NEES – Oct 2012
   2. LSST – Feb 2012
   3. DES – June 2012
   4. Tbd1
2. Annual Review of plans, issues, and needs for active VOs – May 30, 2012
3. Transition support environment for CI-Team Users (if needed)
   1. Develop Plan – Dec 15, 2011
   2. Implement Plan – March 15, 2012
4. Coordinate delivery oriented task forces (as requested by OSG-ET)
   1. GEANT4 – Dec 20, 2011
   2. SBGrid/eNMR – Nov 15, 2011
   3. Tbd2
5. Review technical plan for iRODs based opportunistic storage with Technology area – Aug 30, 2011
6. Allocation & priority method for opportunistic cycles for OSG “user” VOs and XSEDE – November 30, 2011

## Ongoing Tasks

|  |  |  |
| --- | --- | --- |
|  | Activity | Measure |
| 1 | Weekly OSG VO Call – enable community building and self-help within the VOs |  |
| 2 | Support the VOs in identifying and resolving issues via joint action of the VO community and OSG staff |  |
| 3 | Continue to support current Engage Users |  |
| 4 | Monthly Tutorials at VO Forum |  |
|  |  |  |

# Staffing Plan

1.5 FTE near term ramping up to 2.5 FTE when proposal funding is known.

* Chander Sehgal – 30%
* Gabriele Garzoglio – 20%
* Tanya Levshina – 25%
* Marko Slyz – 25%
* Mats Rynge – 50%
* Florida-TBD – 50% (hire when proposal funding is known)
* Nebraska-TBD – 50% (hire when proposal funding is known)

# Risks, Concerns & Questions

1. It is likely that we will continue to be contacted by individual scientists who want to use OSG; in the past, we referred these to the Engage group at RENCI. In the future, how shall we handle these?
2. Should User Support own new solution development till the prototype is proven where there is strong demand from the User Community? (A recent example if Globus Online)
3. How and when should User Support rely on Technology Investigation and Software for addressing needs identified from User Community? (A recent example is per DN and per Group accounting in glideinWMS)