**OSG User Support – Year1**

Work Plan

1. Effective service delivery for all XSEDE Users of OSG
2. Enable all Campus Grids users, who need/want, to access the production OSG fabric
3. Introduce new communities to OSG and provide guidance and support for integration as Users, VOs, and Sites
4. Achieve limited deployment (1-2 VOs) for public storage
5. Enable at least 2 additional communities using DHTC services in production
   1. DES
   2. NEES
   3. LSST
6. Provide at least 2 tutorials and documentation for new capabilities
   1. HTC tutorial at XSEDE12
   2. OSG Public Storage Tutorial
   3. CVMFS-in-OSG Tutorial
7. Pro-active monitoring and resolution of production issues for “glideinWMS front-end” users
8. Complete transition from RENCI-Engage to other appropriate environments
9. Provide technical support for Users in resolving obstacles to effective use of OSG
10. Maintain and update VO & User Documentation pages

Metrics

1. Number of new community outreach presentations
2. Number of technology tutorials delivered
3. Number of new communities integrated into OSG
4. (some meaningful measure of effective service delivery to OSG-XSEDE)