**OSG User Support – Year1**

Work Plan

1. Effective service delivery for all XSEDE Users of OSG (Rynge, Sehgal – Ongoing)
2. Provide integration support for all Campus Grids, who need/want, 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, Garzoglio – 1st by Oct 2012 and 2nd by Feb 2013); current candidates are
   1. DES
   2. NEES
   3. LSST
   4. SuperB
   5. Pheno
4. Provide at least 2 tutorials and documentation for new capabilities; current candidates are
   1. OSG HTC tutorial at XSEDE12 (Rynge – July 2012)
   2. OSG Public Storage Tutorial (Levshina – Sept 2012)
   3. CVMFS-in-OSG Tutorial (Levshina – Nov 2012)
5. Complete transition from RENCI-Engage to other appropriate OSG environments (Sehgal, Rynge – Aug 2012)
6. Achieve limited deployment (for 1-2 VOs) for public storage (Levshina – Sept 2012)
7. Pro-active monitoring and resolution of production issues for “glideinWMS front-end” users (Sehgal, Zheng – November 2012)
8. Present OSG overviews and integration guidance to new communities interested in joining OSG (Sehgal, Garzoglio – Ongoing)
9. Provide technical support for Users in resolving obstacles to effective use of OSG (Slyz, Zheng – ongoing)
10. Maintain and update VO & User Documentation pages (Slyz, 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. (some meaningful measure of effective service delivery to OSG-XSEDE)