

HELPDESK FOR NATIONAL GRID INITIATIVE (NGI)

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European Grid Initiative (EGI) structure includes National Initiatives to implement Grid technology for different kind of scientific experiments and business tasks. Every NGI should provide a defined quality of service for their users.

Helpdesk for Global Grid communities (GGUS) is pretty good known in Grid world. However, for every NGI there is its own, customized portal to provide support platform and manage user tickets, connecting experts and users. NGI Helpdesk tickets can be also interconnected with GGUS tickets and provides a service by Steinbuch Computing Center in Karlsruhe.

POSTER
