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User Support News 16 January 2008

The items from which I expect feed-back are marked in red and the items which I propose as action items in the JOC meeting are marked in *bold red*.

For your information, the User Support tasks have been summarized in the CMS User Support internal area in CMSUserSupportTasks.

Manpower

Warm welcome to Akram Khan who has started as the second User Support convener. Jenny Williams will not be available for the next six months. Jose Sanches will do trouble-shooting connected to data ops and facility operation. User Support urgently needs

- Workbook & Offline Guide editor
- application (CMSW) trouble-shooter

Possibilities being discussed with Matthias.

Tutorials

- Python tutorial planned in due time.
- Tutorials connected to PAT, timescale and contents being discussed.
- Grid/CRAB tutorial?

Other suggestions?

Documentation

Reminder: the CMS Software documentation policy defines the different actors and their responsibilities in the CMS Software Documentation and its maintenance.

The CMSW software documentation consists of three main elements:

- Workbook: to get started and up to first analysis
- Reference Manual [↗](#): **brief** description of content and purpose of **each** package
- CMS Offline Guide:
 - ◆ description of algorithms
 - ◆ usage and "how-to" documents which are too detailed for the Workbook
 - ◆ gathers information currently spread in numerous twiki pages to a single structure.

Workbook

The yearly print review has started. The persons responsible of a page will be asked to check and update the page, and the new conveners of different groups would be in charge of reviewing the contents

corresponding to their area.

CMS Offline Guide

Work in progress:

- contact persons nominated, see <https://twiki.cern.ch/twiki/bin/view/Sandbox/CMSUserSupportContacts>
- agreed on the documentation plan, 1st progress report requested by 23 Jan
- the data format table:
<https://twiki.cern.ch/twiki/bin/view/CMS/SWGuideDataFormatTable>
 - ◆ some areas are not complete - need to be checked.

Reference Manual

Need an editor.

Online Workbook

Darin has opened a new workbook for online information (shift instructions etc), see <https://twiki.cern.ch/twiki/bin/view/CMS/OnlineWB>.

Getting help

Savannah

Without a trouble-shooter in the User Support project and without a real 1st level user support layer, the savannah entry point [for user questions](#) is of a limited use. Planning to open a general HN forum (named "Help, I'm lost" or something alike) for questions which are not easily classified to any existing hn fora. This would have the advantage of making the best profit of the collaborative and voluntary efforts. The hope is that the experts would keep an eye on this and direct the question to a correct place. Any comments?

Facility operations

Jose Sanches starts overseeing the existing problems and monitoring the tickets connected to problems on sites. This is a shared task between User Support and Fac. Operations.

-- CMSUserSupport - 15 Jan 2008

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