

Table of Contents

User Support tasks.....	1
Tasks.....	1
Help desk, triaging of problem.....	1
Documentation.....	1
Tutorials.....	1
Tools for data/job monitoring.....	1
Account.....	2
People.....	2
People & tasks.....	2
Coordinators.....	2
Application trouble shooter.....	2
Computing (data access) trouble shooter.....	3
Computing (grid/CRAB) trouble shooter.....	3
Offline Guide editors.....	3
Workbook editors.....	3
Reference Manual editors.....	3
User accounts.....	3
Technical writer.....	3

User Support tasks

Tasks

Help desk, triaging of problem

- savannah interface for user questions
 - ◆ manage categories and e-mail notifications
 - ◆ reply
 - ◆ assure that the user gives all needed information
 - ◆ assign questions to developers
- mail interface cms-user.support@cerNOSPAMPLEASE.ch
 - ◆ reply
 - ◆ forward
- hypernews forums
 - ◆ monitor
 - ◆ reply
 - ◆ assign user questions to a correct forum or savannah
- physical help desk
 - ◆ guide users through documentation
 - ◆ reply to questions
 - ◆ assign
 - ◆ get user feedback

Documentation

- WorkBook
 - ◆ review
 - ◆ update
 - ◆ help new contributors
 - ◆ organize prints
- CMS Offline Guide
 - ◆ help contributors (page editing, renaming)
 - ◆ review
 - ◆ monitor that no CMSSW documentation appears outside Offline Guide
- CMSSW Reference Manual
 - ◆ manage
 - ◆ define guidelines
 - ◆ request updates
 - ◆ monitor quality

Tutorials

- define agenda
- contact speakers
- chair the sessions
- help preparing material

Tools for data/job monitoring

- DBS (under data management group)
- CRAB monitoring (under CRAB development team)

- ARDA dashboard

Account

- afs accounts and disk space management
- grid certificates, VO management

People

- User Support coordinators: Kati Lassila-Perini and Akram Khan
- Help desk
 - ◆ Trouble shooter - application (CMSSW) problems: 2 FTEs (to be found)
 - ◆ Trouble shooter - computing (data access) problems: 1 FTE (to be found)
 - ◆ Trouble shooter - computing (CRAB/grid) problems: 0.5 FTE (to be found), CRAB team
- Documentation
 - ◆ WorkBook and Offline Guide editors: Jenny Williams (on leave until July 08) and KLP
 - ◆ Reference Manual editos: 50% Aresh Vedae
 - ◆ Technical writer: 1 FTE (to be found)
- Accounts
 - ◆ afs manager: Martti Pimia (replacements: Andreas Pfeiffer, Gilles Raymond, KLP in real emergency)
 - ◆ grid: Andrea Sciaba' (20%) (replacement: Anjum Shezard)
- Support at sites
 - ◆ FNAL: Patrick Gartung, Eric Vaandering
- Descriptions for the missing FTEs:
<https://twiki.cern.ch/twiki/bin/view/CMS/CmsComputingJobDescriptions>

People & tasks

Coordinators

- Help desk
 - ◆ overview savannah (add new CMSSW versions, manage categories and e-mail notifications)
 - ◆ take care of the e-mail interface
 - ◆ manage the help desk
 - ◆ follow hypernews forum for user question (reply, add to FAQ)
- Documentation
 - ◆ overview the full documentation set: WorkBook, Offline guide and Reference manual
- Tutorials
- Hypernews
 - ◆ follow the forums for user questions
 - ◆ add frequently asked questions to the FAQ list
- Job/data monitoring tools
 - ◆ overview that they correspond to users' needs

Application trouble shooter

- savannah, for each question with CMSSW problems:
 - ◆ check in the HN search this has not yet been discussed/replied
 - ◆ verify that the user has provided all the necessary information (config file, version, private code)
 - ◆ reproduce the problem
 - ◆ find the experts: usually the admins of the CMSSW package where the problem appears

- hypernews
 - ◆ monitor, reply
- to get started: CMSUserSupportAppITroubleShooter

Computing (data access) trouble shooter

- savannah, for each question with data access problems:
 - ◆ check in the HN search this has not yet been discussed/replied
 - ◆ verify that the user has provided all the necessary information
 - ◆ find the experts: a tentative list of contacts is in SWGuideDocumentationContacts
- hypernews
 - ◆ monitor, direct user questions to savannah
- to get started: CMSUserSupportDataTroubleShooter

Computing (grid/CRAB) trouble shooter

- for the moment, crab feedback hn forum, people involved (picked up the names who have answered to the questions): Stefano Lacaprara, Daniele Spiga, Oliver Gutsche, Karsten Hof, Giuseppe Codispoti, Marco Corvo, Tony Wildish, Federica Fanzago, Alessandra Fanfani

Offline Guide editors

- contact the conveners of the activities and encourage them to provide documentation
- help with editing
- move all CMSSW related pages to Offline Guide
- monitor the pages so that they follow the Offline Guide format

Workbook editors

- overview the general structure
- update to a new CMSSW version

Reference Manual editors

- manage
- define guidelines
- request updates
- monitor quality

User accounts

- Martti Pimia, Gilles Raymond, Andreas Pfeiffer and KLP can create user account
- to get started CMSUserSupportUserAccounts

Technical writer

-- CMSUserSupport - 07 Nov 2006

This topic: Sandbox > CMSUserSupportTasks

Topic revision: r13 - 2008-06-02 - CMSUserSupport



Copyright &© 2008-2019 by the contributing authors. All material on this collaboration platform is the property of the contributing authors.
Ideas, requests, problems regarding TWiki? Send feedback