

## 9 SUMMARY OF TASKS AND EFFORT

This chapter summarizes the information of EGI functions, owner of the function (EGI.org, NGI, middleware consortia, SSC), and possible providers for the service (e.g. is the function provided for EGI by the personnel located in EGI headquarters or can it be delivered by the NGIs).

**Table 8: Summary of EGI tasks and related estimated effort**

Function			
Code	Description	Owner of the function	Effort in FTE
<b>OPERATIONS AND SECURITY</b>			
<b>Operation of tools and Services</b>			
O-E-1	Operation of the grid topology and configuration repositories	EGI.org	1
O-E-2	Operation of accounting repositories for international VOs	EGI.org	1
O-E-3	Operation of the grid repositories storing monitoring and performance data, and other related information	EGI.org	2.5
O-E-4	Operation of the grid operations portals	EGI.org	0.5
O-E-5	Grid operation and oversight of the e-Infrastructure	EGI.org	1
<b>Support</b>			
O-E-6	Central and regional Grid support, operation of a ticketing system and of a document repository	EGI.org	2
O-E-7	Triage of incoming problems	EGI.org	2
O-E-8	Gathering of requirements for user support tools and processes	EGI.org	0.5
<b>Other Tasks</b>			
O-E-9	Coordination of middleware roll-out and deployment, middleware pilot and certification testbeds	EGI.org	1
O-E-10	Coordination of resource allocation and of brokering support for VOs from NGIs	EGI.org	0.5
O-E-11	Coordination of interoperations between NGIs and other grids. EGI.org	EGI.org	0.5
O-E-12	Coordination of network support	EGI.org	0.5

O-E-13	Coordination of definition of best practices, operations procedures, operations requirements	EGI.org	0.5
O-E-14	Operation of production grid core software services, catch-all services for international VOs, catch-all CA	EGI.org	1
<b>Security</b>			
O-E-15	Coordination of security policy development and maintenance	EGI.org	0,5
O-E-16	Coordination of security and incident response	EGI.org	1
<b>Development</b>			
O-E-17	Coordination of development and maintenance of operational tools	EGI.org	1
<b>Operations</b>			
O-N-1	Operation of the NGI grid topology and configuration repositories	NGIs	a)
O-N-2	Operation of the NGI accounting repository	NGIs	a)
O-N-3	Operation of repositories storing monitoring and performance data, and other related information	NGIs	a)
O-N-4	Operation of the NGI operations portal	NGIs	a)
O-N-5	NGI e-Infrastructure oversight. 1 <sup>st</sup> and 2 <sup>nd</sup> line support.	NGIs	a)
O-N-9	Operations coordination at NGI level	NGIs	a)
<b>Support</b>			
O-N-6	Operation of the NGI ticketing system, gathering of new requirements for user support tools in the region	NGIs	a)
O-N-7	Regional helpdesk	NGIs	a)
<b>Other Tasks</b>			
O-N-8	Operation of production grid core software services	NGIs	a)
O-N-9	Operations coordination at the NGI level	NGIs	a)
<b>Middleware development and support</b>			
Middleware Unit of EGI.org			
M-E-1	Maintain and document processes and quality criteria	EGI.org	1

	common to all middleware providers.		
M-E-2	Provide and support tools to enable and monitor the processes	EGI.org	1
M-E-3	Define quality and conformance criteria for UMD components. Verify that accepted components are certified according to the agreed process and satisfy the quality and conformance criteria	EGI.org	3
M-E-4	Maintain a repository of certified middleware components or references thereto.	EGI.org	2
M-E-5	Follow the daily execution of the strategic plan endorsed by the MCB. Promote the EGI participation in standardisation bodies.	EGI.org	1
<b>Middleware maintenance</b>			
M-C-6	Maintenance and support of security middleware components	mw consortia	10 <sup>b)</sup>
M-C-7	Maintenance and support of data management middleware components	mw consortia	15 <sup>b)</sup>
M-C-8	Maintenance and support of job management middleware components	mw consortia	24 <sup>b)</sup>
M-C-9	Maintenance and support of information management middleware components	mw consortia	10 <sup>b)</sup>
M-C-10	Other middleware maintenance related activity	mw consortia	11 <sup>b)</sup>
<b>USER COMMUNITY SERVICES</b>			
<b>Representation and Networking (User Forum)</b>			
U-N-1	User Forum Representation	NGIs / SSCs	2-5
U-N-2	General Coordination	NGIs / SSCs	2-7
U-N-3	Feedback	NGIs / SSCs	3-6
U-N-4	User Conference and other Events	NGIs / SSCs	2-5
U-N-5	Public Relations	NGIs / SSCs	3-6

<b>Grid Planning and MCB</b>			
U-N-6	Development of Services	NGIs / SSCs	c)
U-N-7	Coordination of Grid Planning	NGIs / SSCs	3-6
U-N-8	Technical Feedback	NGIs / SSCs	3-6
<b>User Technical Support</b>			
U-N-9	VO Registration and VO Database	NGIs / SSCs	2-3
U-N-10	Site Validation Tests	NGIs / SSCs	1-3
U-N-11	Core VO Service Provision	NGIs / SSCs	2-4
U-N-12	Help Desk and Direct User Support	NGIs / SSCs	2-4
<b>Informational and High Level Tools</b>			
U-N-13	Case Studies	NGIs / SSCs	3-6
U-N-14	Application Database	NGIs / SSCs	3-6
U-N-15	Science Gateways / Portals	NGIs / SSCs	7-15
<b>Documentation and Training Coordination</b>			
U-N-16	Documentation	NGIs / SSCs	2-4
U-N-17	Training Coordination	NGIs / SSCs	2.5-5
<b>Front Desk / Services for New Communities</b>			
U-N-18	Consulting for New Communities	NGIs / SSCs	4-8
U-N-19	Assistance for Application Porting	NGIs / SSCs	8-12
<b>Other NGI International Tasks</b>		NGIs	Tbd
<b>UCS Team in EGI.org</b>			
U-E-1	User Forum Support	EGI.org	1
U-E-2	Coordination of SSC activities	EGI.org	2
U-E-3	Event Organisation	EGI.org	1
U-E-4	Grid Planning & MCB	EGI.org	1
U-E-5	Technical Coordination – User Technical Support	EGI.org	1
U-E-6	Technical Coordination – Informational and and High-level tools	EGI.org	1

U-E-7	Documentation Review Coordination	EGI.org	1
U-E-8	Coordination of Training	EGI.org	1
U-E-9	Services for new communities & Front Desk coordination	EGI.org	2
<b>External LIAISON Functions</b>			
E-E-1	EGI.org Dissemination team	EGI.org	2
E-N-2	Dissemination in regional / NGI level	NGIs	0,5 per NGI
E-E-3	Industry Take-up	EGI.org	<sup>d)</sup>
E-E-3	Other External relations	EGI.org	2
<b>EGI management</b>			
D-E-1	Director	EGI.org	1
D-E-2	Assistant of Director and secretaries	EGI.org	3
D-E-3	Chief Technical Officer, CTO	EGI.org	1
D-E-4	Chief Operational Officer, COO	EGI.org	1
D-E-5	User Coordination Officer, UCO	EGI.org	1
D-E-6	Chief Administrative Officer, CAO and staff	EGI.org	4

a) Amount of resources needed altogether for tasks O-N-1 – O-N-9 depends on the size of the NGI. Small NGI: 2-4 FTE; Medium NGI:5-10 FTE; Large NGI:14-22 FTE.

<sup>b)</sup>See table in Chapter 7.1.5. for detailed break down between middlewares

<sup>c)</sup> Effort not budgeted in EGI Blueprint

<sup>d)</sup> EGI.org director is assumed to take care of these functions