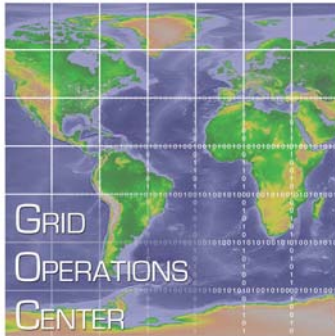




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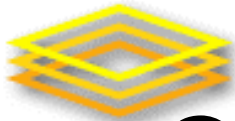
# Community Support Plans

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May 16, 2006

User Support Breakout



# Community Support Activity

- Community Support Center (CSC) is the support activity that is used by VOs that don't have a true support center.
  - The idea is to form a group of users that support each other (and OSG!) by less formal means such as Knowledge Bases, Mailing Lists, Forums, Chat Rooms, etc.
  - Participation is voluntary.
  - The community support activity is inclusive - anyone can and is welcome to participate.



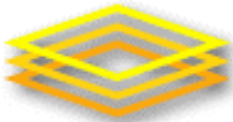
# History of CSC Activity

- The community support activity was formed at the OSG Ribbon Cutting Meeting in Milwaukee
  - Burt Holzman and F.L. were the conveners
  - Other active participants included: Anne Heavy, Vivek Jain, Doug Olson, Rob Quick, Iwona Sakrejda, Alan Sill, and Tim Silvers. (I sure that I forgot others.)
- We tried a number of ways support the activity:
  - Designing a Knowledge Base for support issues
  - Creating a Chat Room and Mailing List
  - Creating a Twiki to support the effort



# Current Status

- The [osg-general@opensciencegrid.org](mailto:osg-general@opensciencegrid.org) mailing list is still used to post questions.
  - The mailing list is a success.
- The chat room is not used.
- The Knowledge Base work is suspended.
  - The KB system used was costly.
  - Our volunteers no longer have the time to write Knowledge Base articles.
  - Considerable effort was expended to write the articles and they do contain useful info.



## Current Status (Cont.)

- It was decided in April to suspend having separate community support meetings.
  - The community support activity is now discussed during the Monday Operations phone call.
  - There has not been much to discuss recently and I am aware of relatively little recent work on community support.



## Where Do We Go From Here?

- Maintaining the community support effort is probably critical to enticing smaller VOs to join OSG.
- However the community support activity was not without costs of time and money.
- If we want to support thousands of users (and we do!), we need to re-energize the community support activity.