

TeraGrid User Support

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NSF - TeraGrid



TeraGrid is a facility that integrates computational, information, and analysis resources at the San Diego Supercomputer Center, the Texas Advanced Computing Center, the University of Chicago / Argonne National Laboratory, the National Center for Supercomputing Applications, National Institute for Computational Sciences, Purdue University, Indiana University, Oak Ridge National Laboratory, the Pittsburgh Supercomputing Center, LSU, and the National Center for Atmospheric Research.



TeraGrid™

User Support Process coordinated via User Interaction Council

Online Support (UFP)

Operations Center (NOS)

User's Project and Issues

Advanced Support (AUS)

Frontline Support (US)



TeraGrid™

Frontline Support Tasks

- First tier from TeraGrid Operations Center (TOC)
 - Staffed 24X7
 - Users submit problems reports via help@teragrid.org, or by web form or via phone
 - TOC creates ticket and tracks until completion
- If cannot be resolved by TOC, it goes to RP site of problem
- If the problem involves multiple RPs, it gets to US working group – a consultant takes responsibility
 - He/she talks to user and RP sites and forms team if needed



Advanced User Support (AUS)

I. Advanced Support for TeraGrid Applications (ASTA)

- I. AUS staff work on a particular user's code (some community codes)
- II. Guided/initiated by the allocations process

II. Advanced Support for Projects (ASP)

- I. Project initiated by AUS staff (jointly with users) – impacts many users
- II. Optimally install software, maintain, train users

III. Advanced Support for EOT (ASEOT)

- I. Advanced HPC/CI trainings
- II. Participate in workshops, tutorials (TG09, PetaScale, SCXY)
- III. Interaction with other CI programs PlantCI, DataNet etc.



User Interaction

- **User Champions**

- *After every TRAC meeting, assign a US Working Group staff member to be the personal contact for each team that received an award*

- **Campus Champions (jointly with EOT)**

- Selected campuses have assigned expert to interact with TeraGrid
- *Campus Champions become members of the US Working Group, thus extending our personal support capability to a large number of potential and new users.*

User Interaction (cont'd)

- **Pathways To TeraGrid (with EOT and SGW)**

US Working Group staff assist potential and new users from communities and disciplines under-represented in HPC/CI.

- **New User Training (with EOT)**

US Working Group staff prepare and teach tutorials aimed at new TeraGrid users.

- **Extreme Scalability Working Group (with AUS)**

US Working Group staff with relevant expertise are members of this group, which is focused on making Petascale users successful.

- **Common User Environment Working Group (with NOS)**

US Working Group staff with relevant expertise are members of this group, which is focused on defining the most productive work environment for users across TeraGrid resources.

