

CESGA HPCN 2010

High Performance Computing Networking

CESGA'S AIM FOR EXCELLENCE IN SERVICES
RESPONSE TO USER DEMANDS

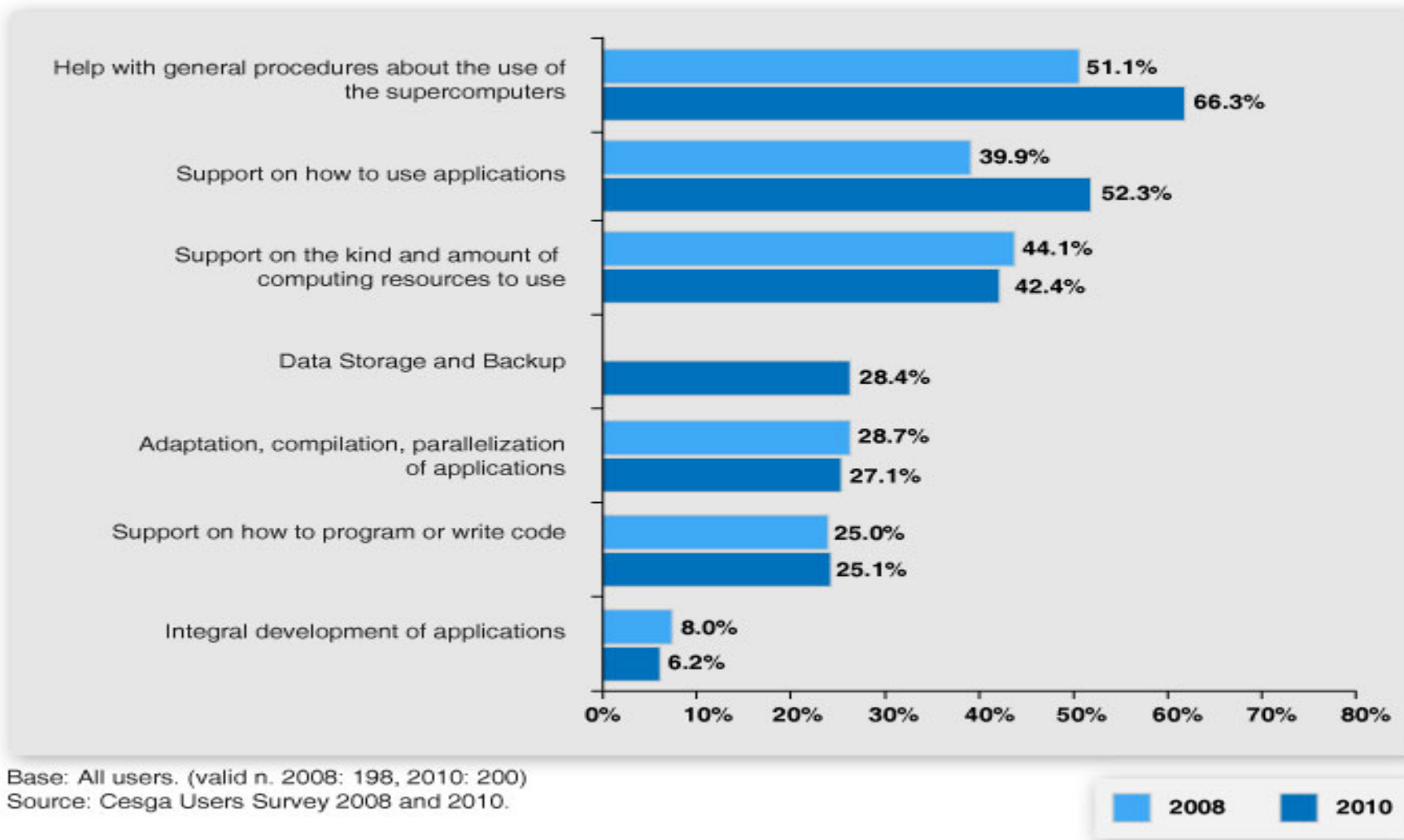
Santiago de Compostela, November 2010

Aurelio Rodríguez López

(Applications Technician, Galicia Supercomputing Centre)

Computing Service Use

Graph 5: Use of services complementary to the computing service. Years 2008 and 2010. Data in percentages. Multiple answer.



Computing Service Support

sisistemas@cesga.es
helpdesk_sistemas@cesga.es

aplicaciones@cesga.es
helpdesk_aplicaciones@cesga.es

Acceso
Sistema de colas
Recursos especiales
Backup
...

Soporte de aplicaciones
Compilación
Programación
Paralelización
...

Request Tracker

This message has been automatically generated in response to the creation of a trouble ticket regarding:

"Problem about ...",

a summary of which appears below.



There is no need to reply to this message right now. Your ticket has been assigned an ID of [cesga.es #16767].

Please include the string:

[cesga.es #16767]

in the subject line of all future correspondence about this issue. To do so, you may [reply to this message](#).

Thank you,
helpdesk_sistemas@cesga.es

RT at a glance New ticket in Aplicaciones

Quick ticket creation

Subject:

Queue: Aplicaciones Owner: aurelio

Content:

Sin propietario - Aplicaciones

#	Subject	Last Updated
15866	Instalacion: (112 - 430 - Finisterrae) Intel Fortran Compiler 11.1.073 aplicacions@cesga.es, software@ac.cesga.es	Mon Oct 04 17:15:23 2010 Nobody
15869	Instalacion: (113 - 431 - Finisterrae) Intel C++ Compiler 11.1.073 aplicacions@cesga.es, software@ac.cesga.es	Mon Oct 04 17:41:50 2010 Nobody
16179	Instalacion: (120 - 440 - Finisterrae) VASP 5.2 aplicacions@cesga.es, software@ac.cesga.es	Fri Oct 15 11:05:03 2010 Nobody
14773	Instalacion: (13 - 417 - Finisterrae) Ferret 6.6.2 aplicacions@cesga.es, software@ac.cesga.es	Mon Oct 18 18:42:10 2010 Nobody
16482	Instalacion: (204 - 446 - Finisterrae) Platform MPI 6.0 aplicacions@cesga.es, software@ac.cesga.es	Tue Nov 02 08:42:57 2010 Nobody
16643	Instalacion: (179 - 354 - SVGD-Prototipo) Gaussian 09 A.02 aplicacions@cesga.es, software@ac.cesga.es	Fri Nov 12 13:10:51 2010 Nobody
16648	Instalacion: (1 - 187 - SVGD-Prototipo) Gaussian 03 E.01 aplicacions@cesga.es, software@ac.cesga.es	Fri Nov 12 14:27:32 2010 Nobody

Reminders

Quick search

Queue	new	open	stalled
Aplicaciones	0	80	0
Cal_acc mejora	0	7	0
Cal_noconformidad	0	2	0
Difusion	2	1	0
EGEE-Project	28	24	1
General	3	4	0
i2g	1	7	0
Ideas	13	11	0
Pruebas	1	1	0
RIGA	12	2	8
RT	1	4	0
Seguridad	0	0	0
servicom	0	0	0
Sistemas	9	43	0
Viajes	2	1	0

Refresh

Don't refresh this page.

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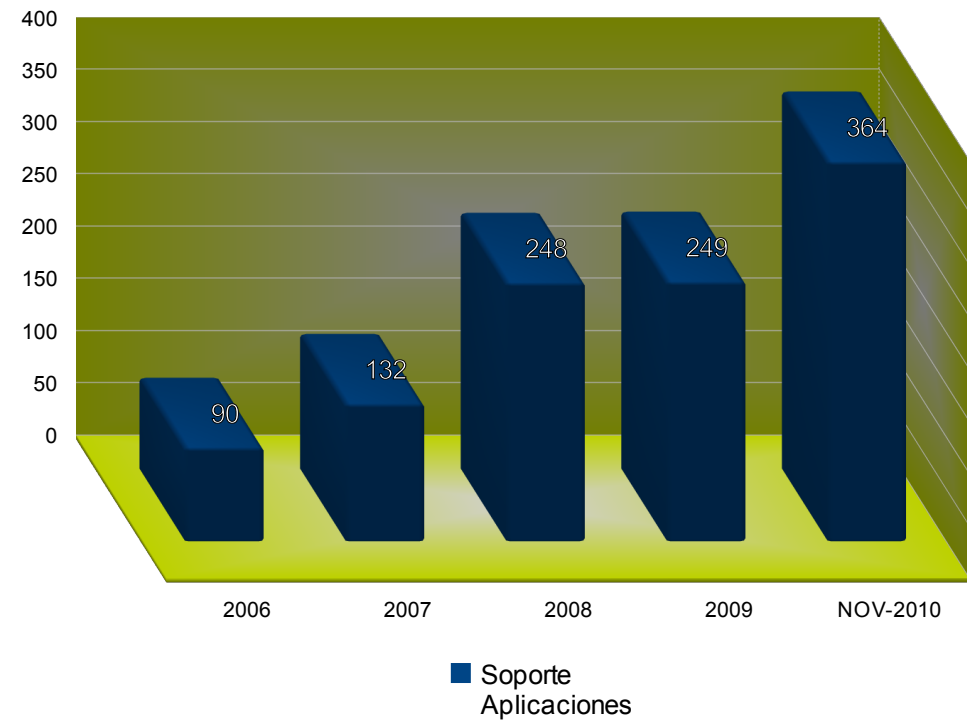
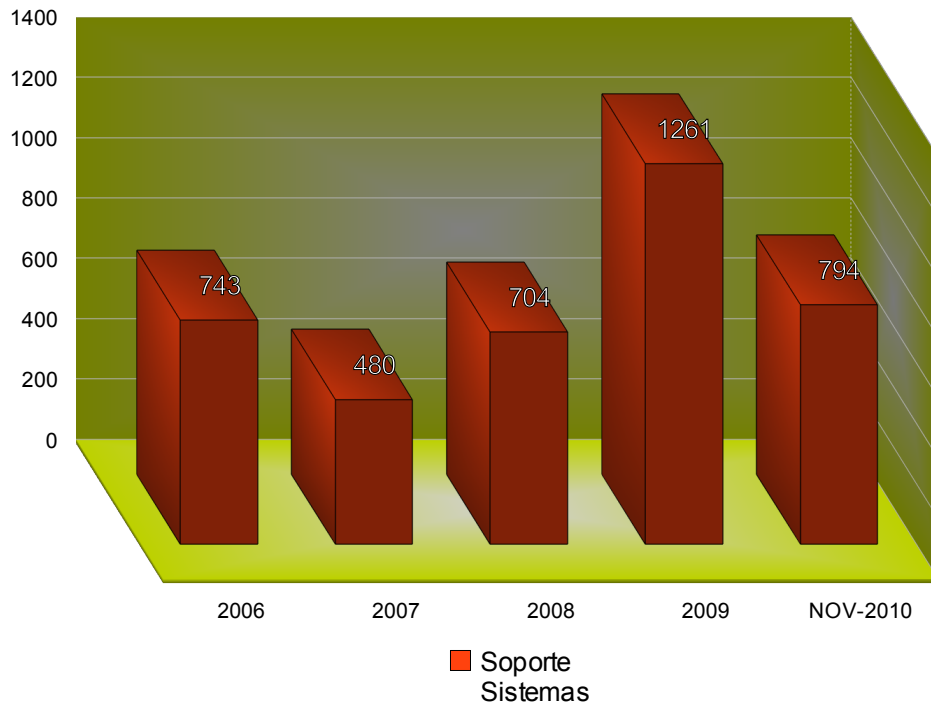
The screenshot shows the RT interface with a 'Quick ticket creation' form and a list of tickets. The form includes fields for Subject, Queue (Applications), and Owner (aurelio). The list of tickets is as follows:

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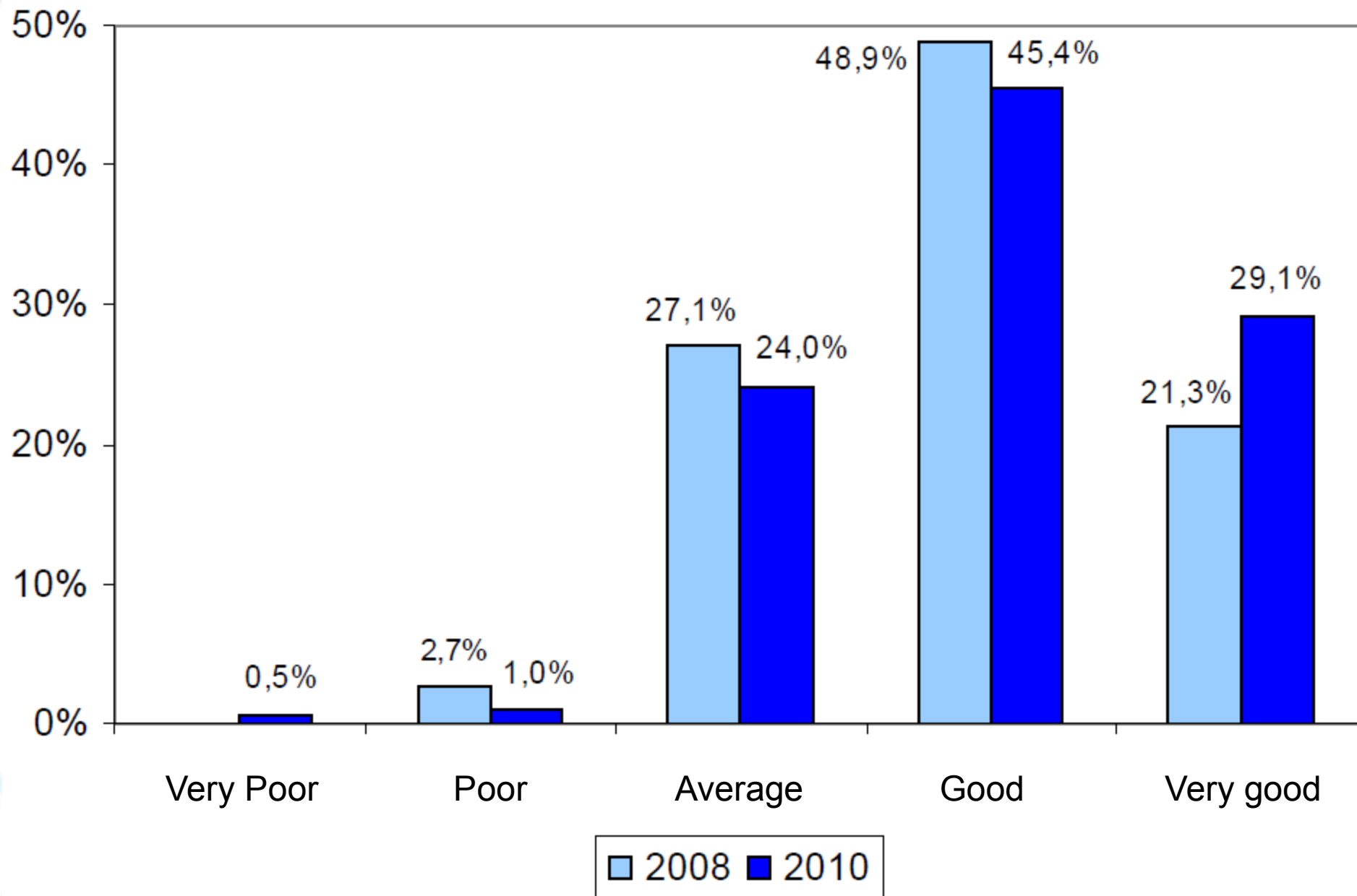
Below the list is a 'Quick search' table:

Queue	new	open	stalled
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Support Activities 2006 - November 2010

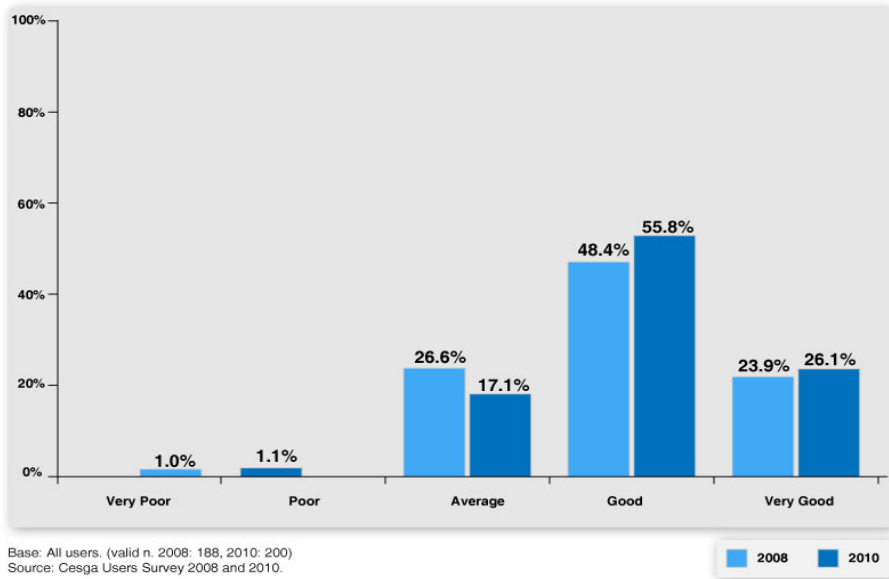


User Assessment of Support Services

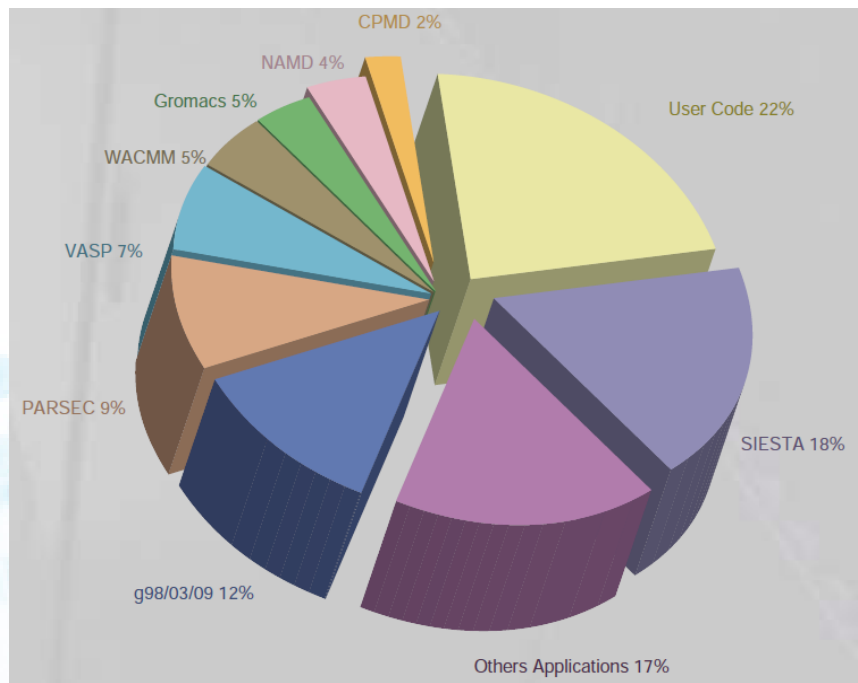
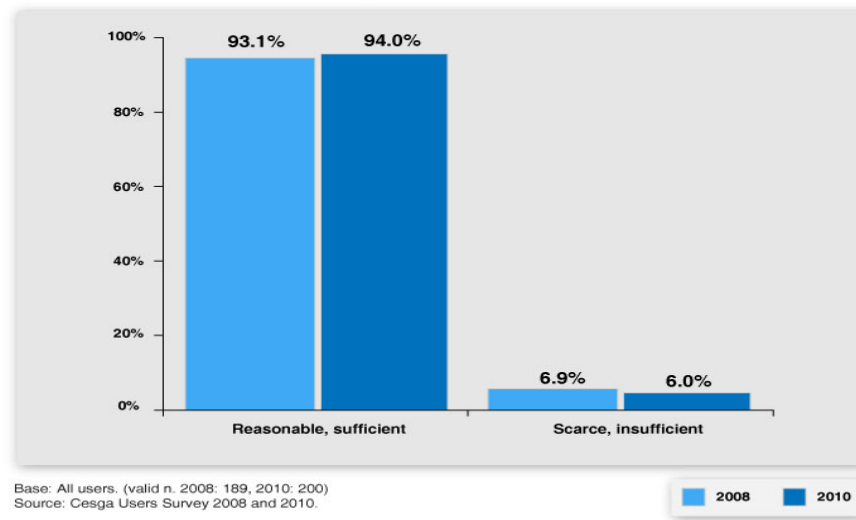


Applications Support

Graph 7: User assesment of the applications support service. Years 2008 and 2010. Data in percentage.



Graph 6: User assesment of the scientific application repertoire available at CESGA. Years 2008 and 2010. Data in Percentages.



A service for Development Support

Development Support

A service helping to the development of user software.

- ✓ Programming help and collaboration in several languages
- ✓ Optimization of the already existing code
- ✓ Help for the implementation of solutions combining different computing technologies.
- ✓ Development of projects of a maximum of 4 months with tight collaboration between the user and the technician.

http://www.cesga.es/File/Computacion/DO_Solicitud_Servicio_desarrollo_v1_en.doc

A new web with specific user services

Specific User Support Section:

- ✓ A unique access point to all the CESGA forms (special resources, ...)
- ✓ Access to all your support tickets
- ✓ Personalized statistics (Job Status, Resources Use ...)
- ✓ Access to specialized documentation
- ✓ CESGA Projects information

The screenshot shows the CESGA website's user support section. The header includes navigation links for 'CESGA', 'INFRAESTRUCTURAS', 'SERVICIOS', 'Biblioteca', 'INVESTIGACIÓN', 'SOPORTE USUARIOS', and 'Descargas'. The main content area is titled 'Buscador de aplicaciones' and features a search bar with the text 'Tema: Compiladores' and a 'Buscar' button. Below the search bar is a table listing various compilers and their installation status.

Compiladores	Instalado	Activado	Desactivado	Eliminado
Cmake	X			
CUDA			X	
GNU Compilers	X	X		
Intel C++ Compiler	X	X		
Intel Fortran Compiler	X	X		
Open64	X			
pcre			X	
PGI Compilers			X	
Python			X	
Sun JDK	X	X		

Valorar: ★★★★★

Have you heard about "The Cloud"?

Specific platform needs?:

- ✓ Specific OS
- ✓ Specific Scheduler
- ✓ Specific Libraries
- ✓ Specific security requirements
- ✓ Computational resources only needed once (or specific times)

Please let us know if you need anything else.

Please tell us!!!!

>> Shoot the CESGA man session