CESGA HPCN 2010

High Performance Computing Networking

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

Santiago de Compostela, November 2010

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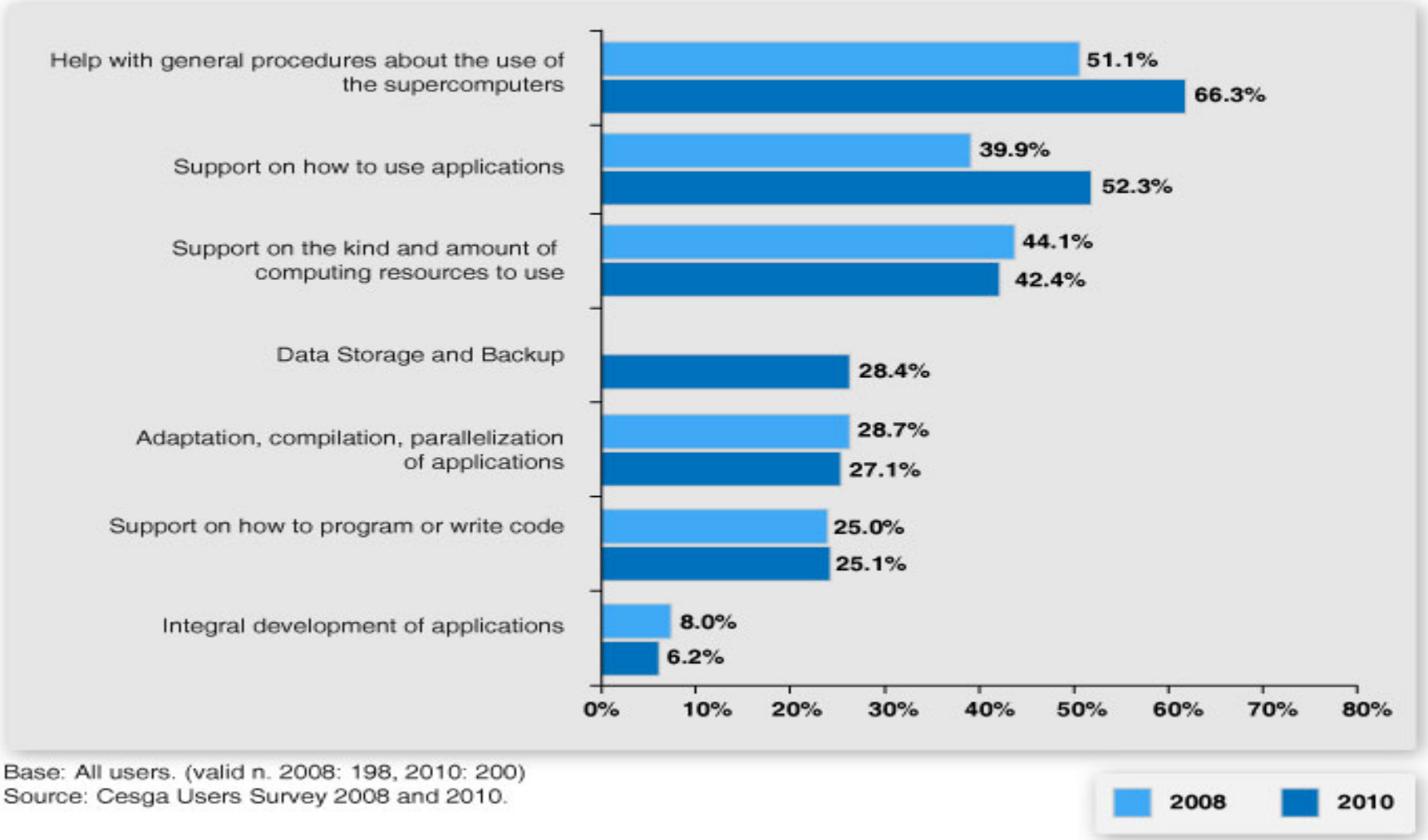
CESGA CSIC XUNTA DE GALICIA UNIÓN EUROPEA FEDER FONDO EUROPEO DE DESENVOLVEMENTO REXIONAL

Computing Service Use

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



Base: All users. (valid n. 2008: 198, 2010: 200)
Source: Cesga Users Survey 2008 and 2010.

Computing Service Support

sistemas@cesga.es
helpdesk_sistemas@cesga.es

Acceso
Sistema de colas
Recursos especiales
Backup
...

aplicacions@cesga.es
helpdesk_aplicaciones@cesga.es

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.

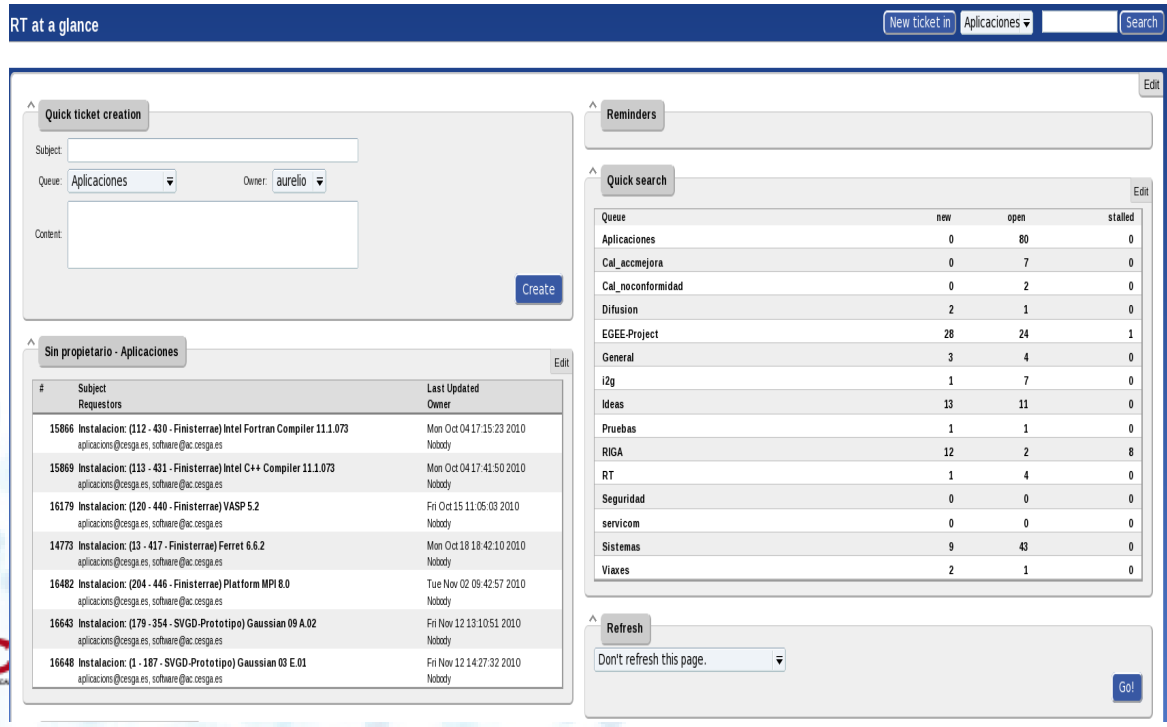
There is no need to reply to this message right now. Your ticket has been assigned an ID of [cesga.es #16767].

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



CESGA

CSIC

Request Tracker

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

"Problem about ...",

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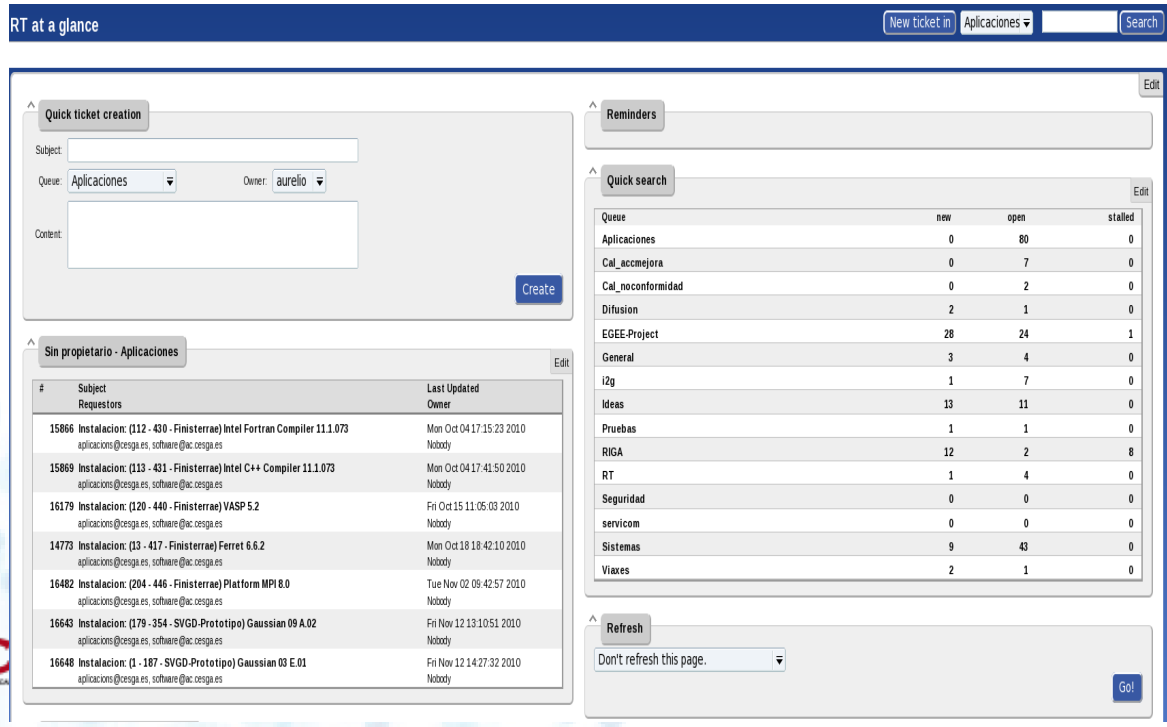
There is no need to reply to this message right now. Your ticket has been assigned an ID of [cesga.es #16767].

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



CESGA

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[cesga.es #16767]

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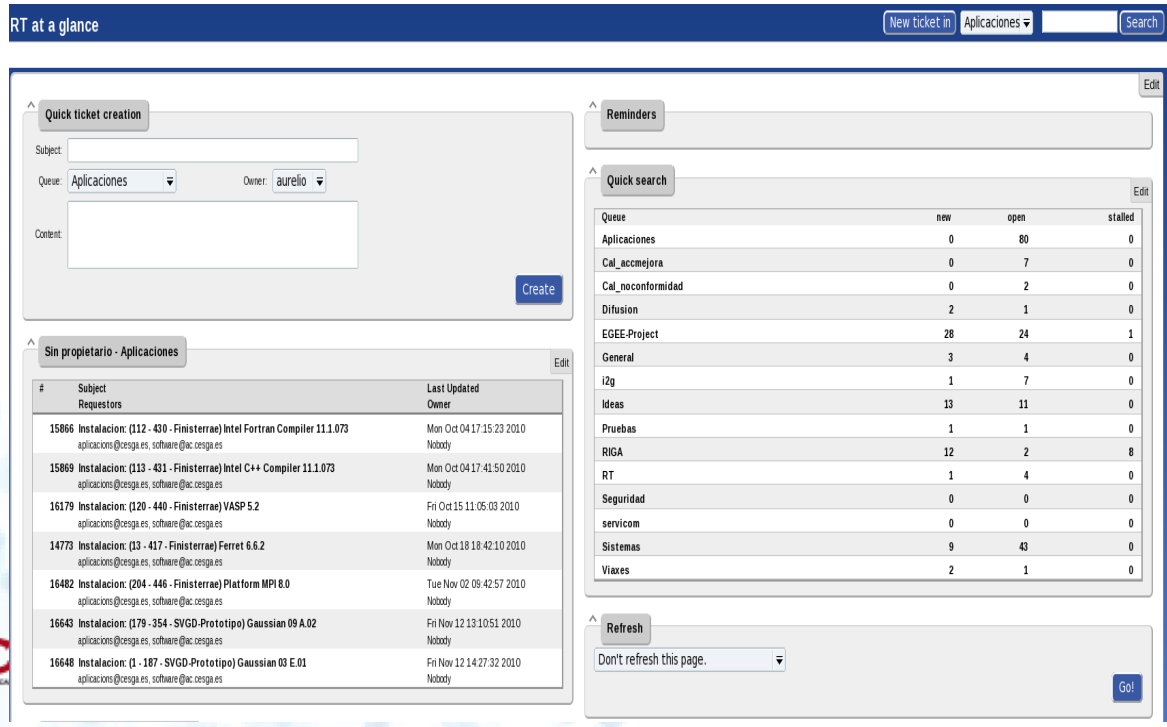

CESGA

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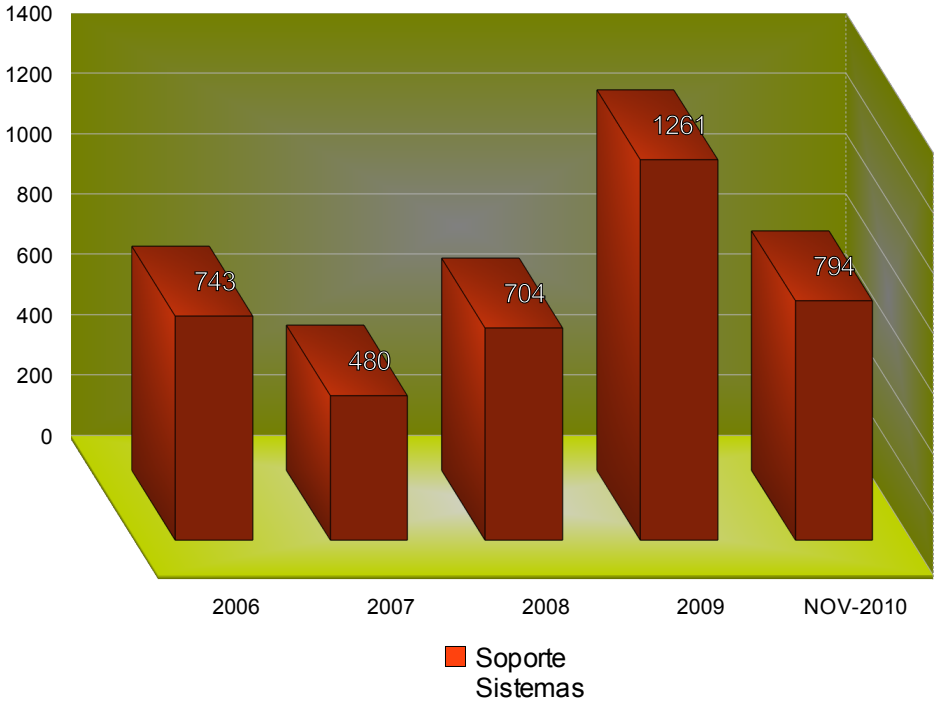
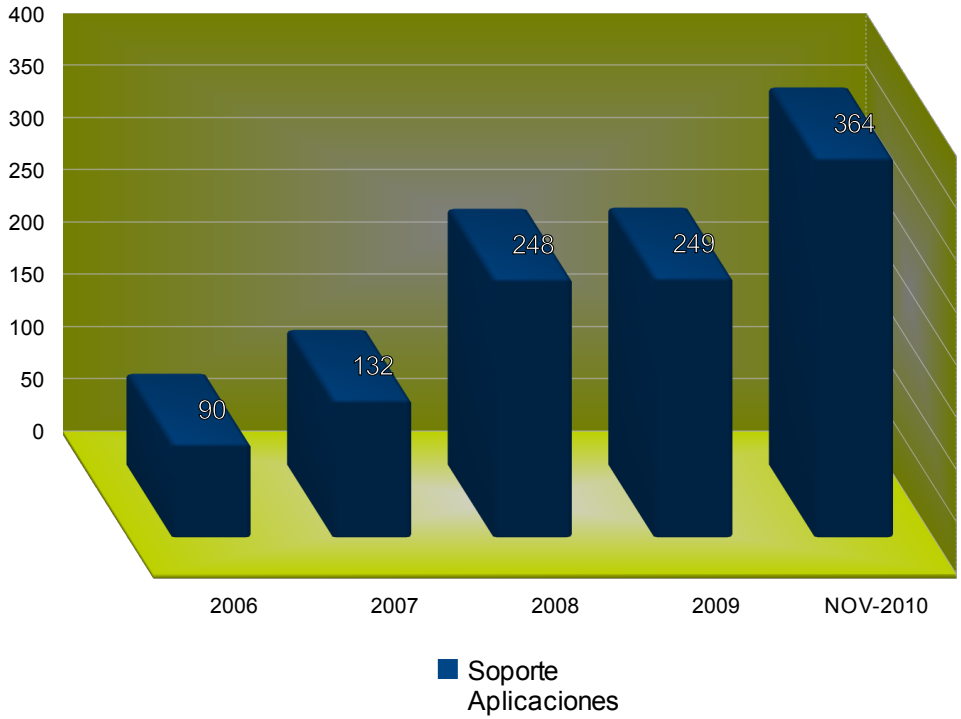
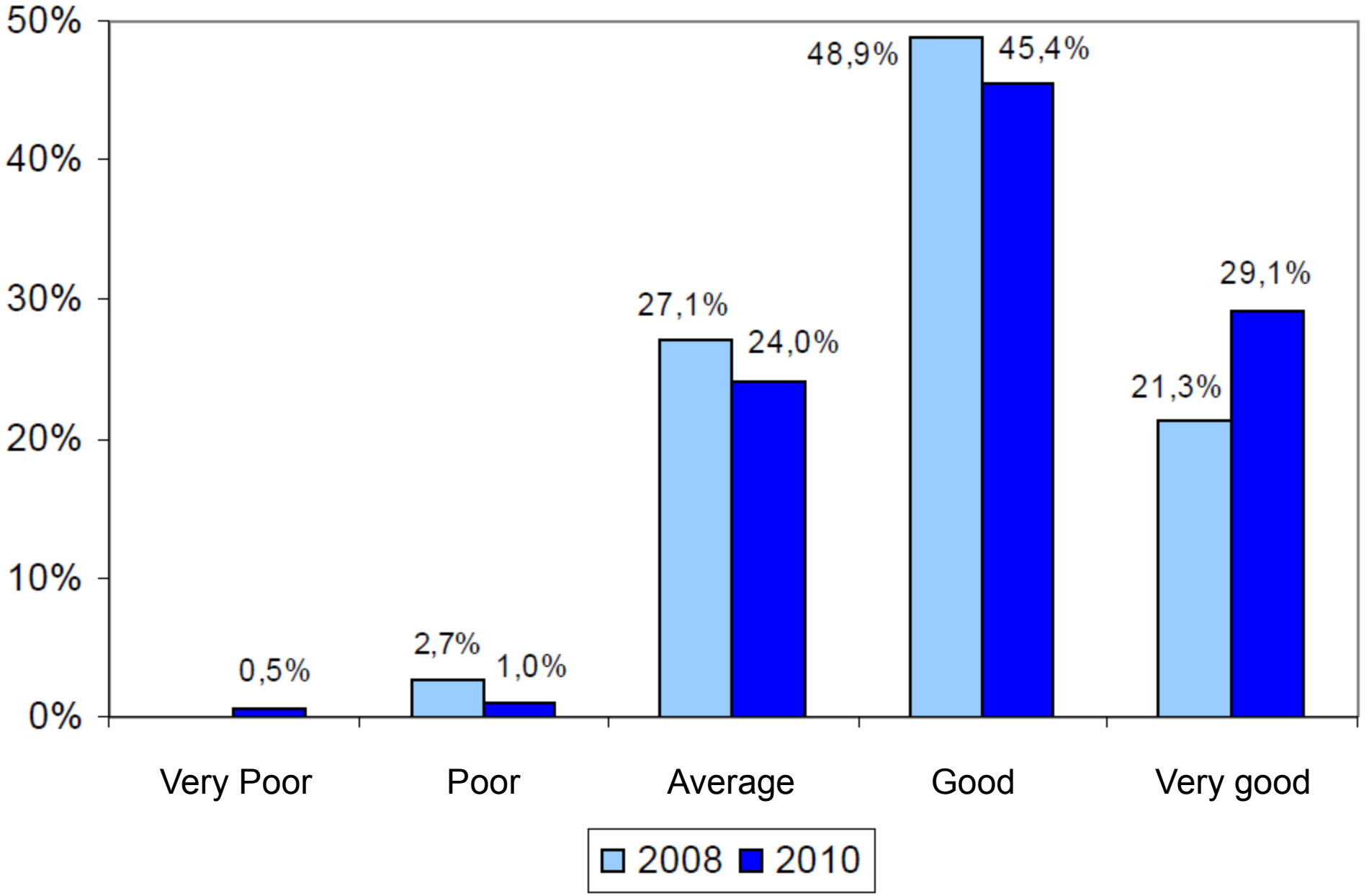
Support Activities 2006 - November 2010



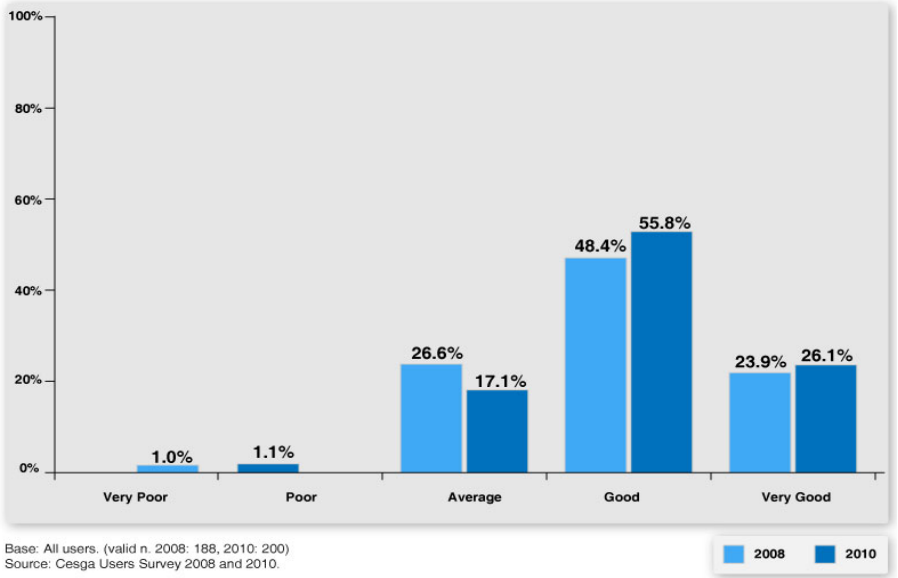


User Assesment of Support Services



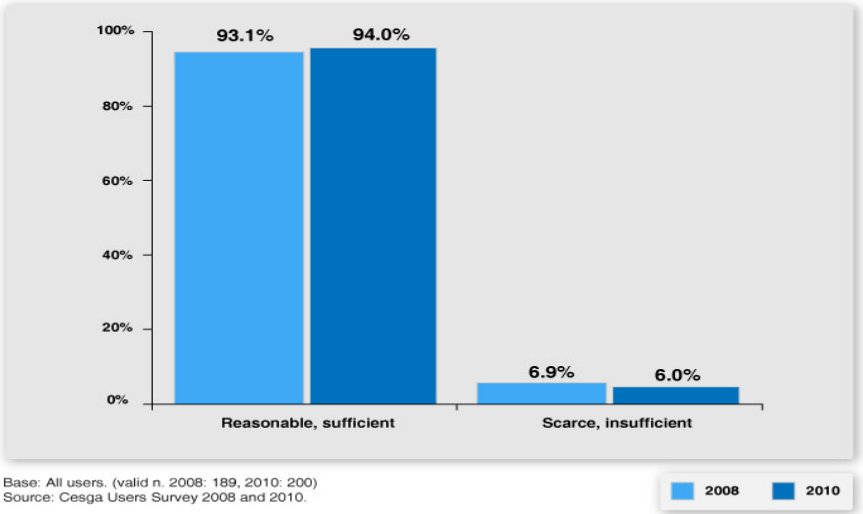
Applications Support

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

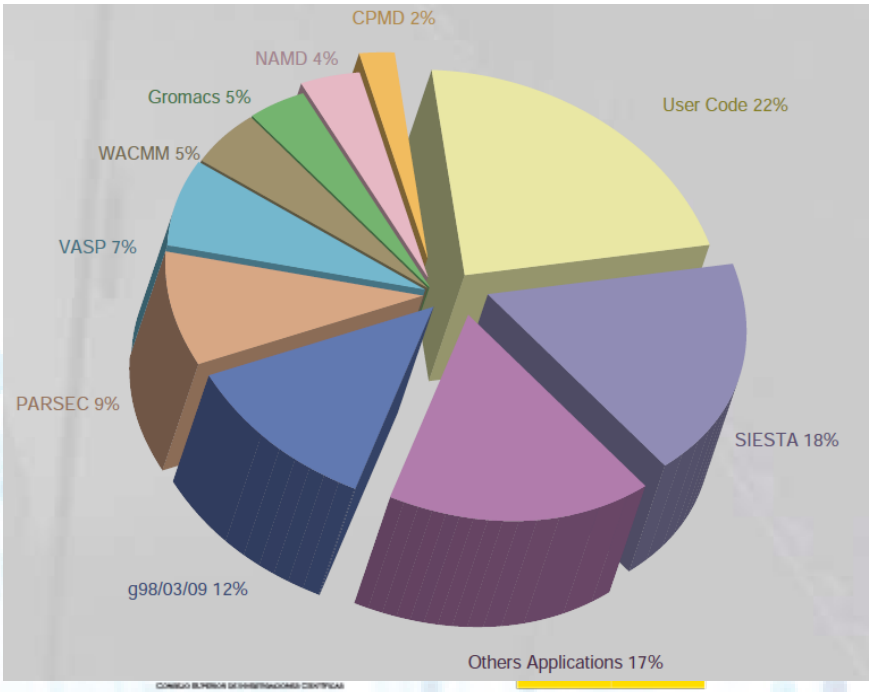


Base: All users. (valid n. 2008: 188, 2010: 200)
Source: Cesga Users Survey 2008 and 2010.

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



Base: All users. (valid n. 2008: 189, 2010: 200)
Source: Cesga Users Survey 2008 and 2010.



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A service for Development Support

Development Support

A service helping to the development of user software.

✔Programing 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

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.

>> Shoot the CESGA man session