



The **Enabling Grids for E-science** project provides services to over 200 Virtual Organisations each with differing levels of experience in using grids. Part of the overall user support for EGEE communities is the Direct User Support group, or DUS. The support group's functions are:

- Treating 'tickets' from users who encounter problems when running jobs on the grid and who submit support requests. The DUS group is responsible for dealing with tickets concerning documentation. These may be related to missing, obsolete or outdated documentation, related either to middleware or applications.
- Organising and producing user-level documentation in the form of manuals or descriptions of generic use cases. These address simple tasks for beginners, as well as more specific targeted cases for more experienced users. The DUS group is constantly providing feedback to the documentation produced within scientific clusters.

The group maintains close links with regional support and application porting teams in order to ensure that high quality documentation exists wherever it is necessary.

Group contacts

Christos Markou (INP), Group Coordinator, email: c.markou@inp.demokritos.gr
Support request: <http://www.ggus.org> (ask for Direct User Support)

