

## SA1



The goal of the Grid Operations, Support and Management activity (SA1) is to ensure the high availability and reliability of the computing, storage, and informational services that comprise the Enabling Grids for E-science (EGEE) production grid infrastructure. This infrastructure coherently links together many resource centres from across Europe and around the world and makes these centres accessible to user communities and virtual organisations in a consistent way. This accessibility is provided in accordance with agreed access management policies and Service Level Agreements. The EGEE infrastructure builds on current national and international grid initiatives which have already deployed or are in the process of

deploying grid infrastructures. A key aim in assembling this infrastructure is to incorporate and exploit existing expertise and experience within the European Union in deploying, supporting and operating production grids.

The activity has assembled and now operates a production grid with approximately 300 resource centres, distributed throughout 50 countries. It provides resources at levels exceeding 140,000 cores, which process up to 330,000 jobs per day. All the regional federations participating in the activity have resources available and working on the EGEE grid.

The objectives of this activity are to:

- Operate, support and manage a production quality grid infrastructure across the European Research Area;
- Improve the reliability, scalability, security and manageability of the infrastructure in a sustainable way;
- Provide user support at all levels, from the integration of new applications to a helpdesk for user support;
- Coordinate and interoperate with other major grid infrastructures, for example in the United States and in the Asia-Pacific region.

The activity is currently deploying the gLite 3.1 middleware on the main grid production service. In EGEE's third phase, the focus of the project is on improving the usability and robustness of the infrastructure in order to attract and support a wider variety of applications. Interoperability, coexistence and collaboration with other grid projects world-wide are important aspects of the activity.

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