# Appendix A: checklist of support activities

## Service Definitions

- Grid Service Providers
  - ensure that technical and support services offered are defined and available to users, along with any service level definitions
  - define who may use the Grid service, and document the process for gaining authorisation (and authentication credentials if required)
  - define technical and network requirements to use the Grid service
  - define acceptable use and other policies for the Grid and make these available, as far as possible, to all authorised users
  - ensure that appropriate records of use are kept (subject to the Data Protection Act 1998) to support investigations of misuse
  - define responsibilities of all parties to prevent misuse and to assist in investigations (particularly if virtual organisations are allowed to authorise their members)
  - define circumstances where authorisation to use the service may be withdrawn, and ensure that organisational and technical processes exist to enable this to be done promptly.
- Organisations with Grid users
  - ensure that Policies of the Grid services used are known and supported
  - ensure that local Policies and processes allow responsibilities required of Grid users' organisations to be satisfied.

## Network Support

- Network Design
  - establish processes to identify and monitor network requirements of Grid applications
  - based on risk assessment, identify appropriate technical solutions to support Grid use while maintaining appropriate performance and security for Grid and other applications
  - incorporate Grid requirements into network design and provision.
- Network Performance
  - review network provision to Grid workstations and servers, and improve components or design if necessary
  - deploy processes, tools and expertise to diagnose performance and functional problems.

## System Support

- Server Support

- ○ assign responsibilities and authorities and provide necessary effort to operate servers securely
  - ○ configure and maintain Grid servers: operating system, network services, Grid services, applications
  - ○ consider software and configuration management systems
  - ○ plan and provide for user authentication and identification
  - ○ provide file management systems
  - ○ assign responsibilities and document process for incident response.
- Workstation Support
  - ○ if necessary, implement software management practices as for servers
  - ○ implement secure authentication methods that allow users to access grids from necessary locations without the risk of unauthorised access
  - ○ educate users on safe use of authentication tokens.

## User and Application Support

- Promote Grid Use
  - ○ work with IT Service to ensure Grid and network requirements are both satisfied
  - ○ assign liaison staff to work with potential users
  - ○ identify appropriate technologies/applications for Grid services.
- Support Early Adopters
  - ○ discuss requirements of early adopter projects
  - ○ help early adopters to transfer their applications to the Grid service (e.g. software modifications, client requirements).
- Support Development of Grid Service
  - ○ identify standard application services of benefit to multiple users
  - ○ monitor service use and adapt service to suit user requirements.

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