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User Need	Support implemented in EGEE	Suggestion
understand what the Grid is about	EGEE training	EGEE portal/links, EGEE bulletin board
try it out, get a feeling of how it works	Gilda, EGEE induction	
understand what could be the added value for their applications		EGEE demo applications
discover/identify new kind of applications of value for their community		EGEE bulletin board
learn more	EGEE portal (technical documentation, deliverables), EGEE trainings	
join an existing VO/infrastructure		EGEE users general VO
deployment of mw on their machines	EGEE portal (sw&manuals)	
experience with grid programming (look and learn from example code of applications that use the mw)		Common CVS repository
understand what the mw does and what it does not do (know about current bugs and their workarounds in the mw)		EGEE bulletin board
be informed about/get in contact with other applications	Concertation events	EGEE portal (user communities/projects), EGEE bulletin board

ask questions to other grid developers		EGEE bulletin board/ public mailing lists
set up their project infrastructure (understand infrastructure requirements)	EGAAP, EGEE NA support, EGEE portal	EGEE tutorial for site managers, EGEE bulletin board, EGEE user-centric interface
Set up their project VO/VOs	EGEE NA support	
understand positions in respect to standards		EGEE bulletin board, EGEE user-centric interface
have a plan about what will be available and when for adoption		EGEE portal (mw status/plan)
provide relevant requirements/feedback in a coordinated way	User requirements db	trouble ticket system
be constantly informed about relevant events	EGEE portal (events)	Subscription newsletter
be involved in the discussions about the “hot topics”	Concertation events	EGEE bulletin board

An EGEE user-centric interface would help to find the relevant documentation, information and contacts for all these needs.