



**Science
Mesh**

Science Mesh Support Procedure

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Terminology

The Science Mesh glossary is available at: <https://zenodo.org/record/5038663>

For the purpose of this document, the following terms and definitions apply. The key words "MUST", "MUST NOT", "REQUIRED", "SHALL", "SHALL NOT", "SHOULD", "SHOULD NOT", "RECOMMENDED", "MAY", and "OPTIONAL" in this document are to be interpreted as described in RFC 2119.

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Introduction

In this document the Science Mesh Support Procedure is described. A distinction is made between support processes related to end-user issues and support processes related to Sites.

Support process in the Science Mesh

User support starting point

The starting point of User support in the Science Mesh is that typically a user has a login on one Enterprise File Sync- and Share service and has access to resources residing at other EFSS services because these resources are shared with them by Users of these other EFSS services. Of course a user may have direct login access to other EFSS systems but then they can assume multiples roles as either being a User of EFSS A or being a User of EFSS B. But that does not result in an invalidation of this starting point.

The user support mechanism in the Science Mesh requires that every Site has to provide support for their own Users. So a User encountering a problem reports that to the Site running the EFSS service they are using, regardless of the root cause of the problem, be it completely locally or incurred by remotely shared resources. Hence, a User SHOULD never contact any other Site apart from the Site running the EFSS they are using. The reason for this is that the support process in the Science Mesh has to be scalable.

This starting point also implies that the locally existing EFSS support procedures remain in effect also for the Science Mesh.

Site support starting point

Formal and informal

Site support in the Science Mesh contains a formal as well as an informal component. The formal component is necessary in order to be able to ensure a certain level of quality of the support process. Here every submitted issue MUST get a response in a timely manner. The informal process is a process where Sites are helping out each other with tips and tricks and do's and don'ts. Sites are not obliged to answer questions within the context of this process since this is a purely voluntary matter. This informal process is very valuable since it may take away much of the burden of the formal process and therefore lower the costs of operating the formal support process.

The formal support process

Sites that want to join or leave the Science Mesh or Sites that operate within the Science Mesh that encounter issues have to be able to rely on support. For this, a support process is in place to handle these incoming request together with a trouble ticket system to manage these tickets and help to ensure a timely handling of these tickets and allows for monitoring the quality of the support process.

This process is organised in the following way. The Sponsors that fund the Science Mesh central components will take their turn in a rota to manage support tickets. The Science Mesh Steering Group monitors the support process and may take corrective actions if needed.

The informal support process

Apart from the formal process, the Science Mesh has a mechanism in place where Sites MAY subscribe themselves to. There Site admins can share ideas, suggestions, ask questions, start discussions and alike.