



Document: 3300

FAQ FOR ROC CANADA

Version	Authors	Date	Comments
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Item	Question Answer
3301	<p>What is the purpose of the ROC Canada Support?</p> <p>The purpose of the ROC Canada support group is to provide support for operations and user issues to the Canada and wider EGEE communities, process tickets coming from the local support mailing list as well as tickets assigned through the GGUS interface.</p>
3302	<p>Who is responsible for ROC Canada Support?</p> <p>TRIUMF Tier-1 centre is hosting the ROC infrastructure and services. The ROC operations are shared in Canada by Grid computing personnel from Alberta, SFU, Toronto, TRIUMF and Victoria.</p>
3303	<p>How does a ticket arrive at ROC Canada Support?</p> <p>All tickets assigned to the ROC Canada by GGUS or by CIC-on-duty arrive into the support mailing list.</p>
3304	<p>What does the ROC Canada Support manager have to do?</p> <p>The ROC manager supervises the duty shifts and is involved when tickets are escalated.</p>
3305	<p>What does the person dealing with ROC Canada Support have to do?</p> <p>The person maintains the flow of tickets through the helpdesk and makes sure tickets are answered within a reasonable time. This person is responsible for escalation within the ROC and making sure the ROC manager is aware of any outstanding or serious issues.</p>
3306	<p>What documentation is available on ROC Canada Support?</p> <p>All documentation for ROC Canada is available at ROC Canada web pages: http://roc.triumf.ca/ . It is still under construction.</p>
3307	<p>What if I have questions which are not dealt with by this FAQ?</p> <p>Please send your question by mail to roc@triumf.ca.</p>