



**Memorandum of Understanding
between EGI.eu and WLCG**



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BACKGROUND

The Stichting European Grid Initiative (hereafter referred to as “EGI.eu”) has been created under the Dutch law with the mission to create and maintain a pan-European Grid Infrastructure in collaboration with its Participants i.e. the National Grid Initiatives (NGIs) and Associated participants (e.g. European International Research Organisations - EIROs) in order to guarantee the long-term availability of a generic e-Infrastructure for all European research communities and their international collaborators. In its role of coordinating grid activities between European NGIs, EGI.eu will: 1) operate a secure integrated production grid infrastructure that seamlessly federates resources from providers around Europe; 2) coordinate the support of the research communities using the European infrastructure coordinated by EGI.eu; 3) work with software providers within Europe and worldwide to provide high-quality innovative software solutions that deliver the capability required by our user communities; 4) ensure the development of EGI.eu through the coordination and participation in collaborative research projects that bring innovation to European Distributed Computing Infrastructures (DCIs). A summary of EGI.eu is attached as Annex 1.

The **Worldwide LHC Computing Grid** (hereafter referred to as “WLCG”) is a global collaboration that links grid infrastructures and computer centres worldwide. Its purpose is to distribute, store and analyse the immense amounts of data generated by the Large Hadron Collider (LHC) at CERN on the Franco-Swiss border. WLCG is a mature research community, both in its own right and in its use of grid technology. Working closely with EGEE and other projects, WLCG pioneered the development or co-development of a number of scientific computing and research strategies, policies and tools that remain in use today. The remainder of this document should be read in this context. The Large Hadron Collider (LHC) is the largest scientific instrument on the planet. Since entering operation, the LHC produces roughly 15 Petabytes (15 million Gigabytes) of data annually, which thousands of scientists around the world access and analyse. The mission of the WLCG is to build and maintain a data storage and analysis infrastructure for the entire high energy physics community that will use the LHC. Today, the WLCG combines the computing resources of more than 250,000 processors, and close to 100 PB disk from over 130 sites in 34 countries, producing a massive distributed computing infrastructure that provides more than 8,000 physicists around the world with near real-time access to LHC data and the power to process it. A summary of WLCG is attached as Annex 2.

ARTICLE 1: PURPOSE

The purpose of this Memorandum of Understanding¹ (MoU) is to define a framework for collaboration between EGI.eu and WLCG (hereafter also referred to as “the Party” or the “Parties”).

The Parties recognise that this MoU represents the opening of a wider and longer-term discussion relating to collaborative activities that will bring significant benefits to both Parties and the scientific research communities that EGI.eu is committed to support. As such, this MoU is not binding on the Parties, with it being understood that mutual success depends on the Parties adhering to its provisions.

¹ An MoU is a written agreement that clarifies relationships and responsibilities between two or more parties that share services, clients, and resources.



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ARTICLE 2: DEFINITIONS

For the purpose of this MoU:

- (a) The term VRC (Virtual Research Community) is defined as a group of large-scale research collaborations, or a number of separate VOs grouped according to research domain or computational technique. The group shares information and experience in achieving their goals through the usage of an e-Infrastructure (e.g., best practices, applications, training material).
- (b) The term EGI (European Grid Infrastructure) refers to the production infrastructure – the federated resources brought together by the participants within EGI.eu, or made accessible to the VRC through various MoUs that EGI.eu coordinates on behalf of the EGI community.

ARTICLE 3: JOINT WORK PLAN

The goal of the collaboration defined by this MoU is to establish a formal relationship between EGI.eu and WLCG in order to benefit the European wide federation of VRCs. Some of the motivations for forming a VRC are given in Annex 6. The purpose of this work plan is to elaborate the framework for collaboration between the two Parties.

The specific activities to be carried out within the framework of the collaboration are²:

Activity: A.1 - User Support

Parties Involved: EGI.eu Chief Community Officer, WLCG User Support Coordinator.

Description of work: This activity defines the communication channels and contact points needed around user support services. The activity will also involve compiling details of areas of specialisation where WLCG is the recognised Subject Matter Expert and has the capability to contribute to other parts of the research community as their resources permit. This could include for example, training material, details of specialist applications, documentation and presentations that can be made accessible to members of the scientific community at large. EGI.eu will facilitate building these links between WLCG related offerings (e.g. services, applications) and other communities that could benefit from them.

Expected outcomes:

- Contact Points: these are defined within this MoU (Annex 5) and will be updated as required.
- Areas of expertise: WLCG will provide a concise report detailing areas of expertise from within their community (at month 1).
- Technical Services: EGI.eu will provide training services (a register of events and materials), requirements gathering, applications databases and other services over time that will be accessible by WLCG either directly or by being embedded in their portals. WLCG will be able to contributing training material, application details, documentation and presentations to raise the profile of the capabilities and offerings that they are developing within their community that may benefit others.

² Party leading the activity is underlined.



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Activity: A.2 –Services and Operations

Parties Involved: EGI.eu Chief Operations Officer, EGI.eu Chief Community Officer and WLCG Service Manager.

Description of work: This activity covers both the tools and services required by WLCG from EGI.eu including those in the production infrastructure (Operations) and those provided by User Community Support Team (UCST) Technical Services. It also includes applications and services that WLCG will provide for EGI.eu and its user communities. The required service levels needed by both Parties of each other's services will be defined, monitored and reviewed annually. An initial SLA will be defined within 6 months of signing the MoU.

Expected outcomes:

- (EGI.eu) Quality Verification and Staged Rollout of software provided by the EGI Technology Providers, which is made available for deployment on WLCG EGI resources.
- (EGI.eu) EGI Community Repository for software contributed and supported by the WLCG community.
- (EGI.eu) The EGI Help desk (GGUS): provided by EGI.eu and its partners to WLCG and other user communities.
- (EGI.eu) First, second and third-level support (with the involvement of the Technology Providers) to users and site administrators about EGI-supported software and operations support.
- (EGI.eu) Support Units: EGI.eu will maintain and develop the EGI Helpdesk to ensure the support units and workflows needed to support WLCG are implemented in a timely manner.
- (EGI.eu) Core middleware services: EGI.eu in collaboration with its NGI providers will provide a highly-available core middleware services according to the needs of EGI's VRCs (e.g. top-level information discovery services, workload management services) to support their communities.
- (EGI.eu) Monitoring: EGI.eu provides in collaboration with its NGIs the distributed monitoring infrastructure needed to check the status of the deployed services (central MyEGI portal, the central databases and the messaging infrastructure).
- (EGI.eu) Configuration Database: EGI.eu will provide a configuration database (GOCDB) that will provide information on the sites and services accessible to the WLCG VRC.
- (EGI.eu) Accounting: EGI.eu will provide an accounting database and portal that will allow WLCG to review its usage of EGI resources, together with the messaging infrastructure needed to centrally collect usage records.
- (WLCG) Availability Computation: WLCG will provide and maintain the system, including consideration of functionality enhancements specific to EGI, needed to calculate availability and reliability statistics for the (OPS VO) and to customise profiles according to the EGI needs.
- (WLCG) GSTAT: WLCG will provide and maintain the system, including consideration of functionality enhancements specific to EGI.
- The services listed in this section will be reviewed every 6 months and the list modified as required.
- EGI.eu will be accountable to WLCG for the services it provides through the WLCG MB.
- WLCG will be accountable to EGI.eu for the services it provides through the fortnightly User Support Task Leaders meeting and the Operations Management Board (OMB).



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Activity: A.3 User Community Policy and Procedures

Parties Involved: EGI.eu Policy Development Manager, WLCG Service Manager

Description of work: WLCG will have influence through participation in User Community Board (UCB) and other formal bodies to the policies, procedures, services and tools relating to the WLCG support process. Operational services provided through EGI.eu will be accountable through its presence on the WLCG Management Board (MB).

Expected outcome:

- WLCG will participate in the UCB and other meetings subject to agreement. The UCB meetings are held on a monthly basis. Minimum participation should be at least once every three months.
- EGI.eu will participate in the WLCG MB and other meetings subject to agreement.

Activity: A.4 Requirements gathering

Parties Involved: EGI.eu Chief Community Officer, EGI.eu Technical Manager, WLCG Service Manager.

Description of work: This activity allows WLCG to identify new requirements and change requests to EGI.eu and hence influence the evolution of the infrastructure and the support services. EGI.eu will accept requirements in various formats through the defined channels. Requirements will be presented and reviewed by the UCB for ratification before submission to Technical Coordination Board (TCB). The UCST will provide support to WLCG in the form of guidelines, services and workshops to help them capture and prioritise their own requirements.

Expected outcome:

- Submitted Requirements: prioritised and well defined requirements from WLCG submitted as their need arises.
- Feedback: EGI.eu will provide regular feedback on the status of the requirements supplied by WLCG

A.6 Dissemination

Parties Involved: EGI.eu Dissemination Manager, WLCG Dissemination Manager

Description of work: The objective of this activity is to maximise the impact of both WLCG and EGI.eu through the efficient coordination of dissemination. This will involve establishing contact points for communication channels, publications as well as sharing timing constraints relating to both parties. WLCG and EGI.eu will collaborate and help each other in the production of dissemination material and also disseminate the progress and results from the collaboration within the EGI.eu community and WLCG.

Expected outcome:

- Launch: advertise the start of the collaboration in each Party's website with a dedicated static page, article and press releases (within 1 month);
- Reporting: WLCG will be invited to contribute to EGI.eu's promotional materials and publications to reflect the collaboration between the two Parties;
- Events: joint sessions at EGI.eu and WLCG events will be planned in order to disseminate the progress and results of the collaboration;
- Publications: inform EGI.eu of any scientific/academic publications published by the WLCG that use the EGI. EGI.eu will inform WLCG of publications that refer to WLCG. This communication will ensure that each Party is being accurately represented by the other.

ARTICLE 4: TIMELINE AND REPORTING

The EGI.eu Policy Development Team (PDT) will coordinate the periodic review of the progress of the activities defined in Article 3 (Joint Work Plan), follow-up the milestones defined below and distribute reports to both Parties. Special meetings between the points of contact designated under Article 5 (Communication) shall be held, as often as necessary, to examine the progress in the implementing of this Agreement. The dates are related to time elapsed from the signing of the MoU.

Date	Activity	Achievement
Month 1	A.6	Both Parties to announce the collaboration agreement on their websites.
Month 1	A.1	Outline WLCG's areas of expertise.
Month 2	A.2	List of applications and services needed by WLCG.
Initially by 3 months, then as services are added.	A.2	List of applications and services that WLCG can offer.
Annually	All	Summary of the main achievements, open issues and future plans related to the collaboration between WLCG and EGI.eu. The input must cover all of the activities that are defined in the Joint Work Plan section of the signed MoU.
At least every 3 months	A.3	Participation in UCB – with a minimum of two physical meetings per year.
As determined by WLCG	A.4	Updated and prioritised requirements from the community.

ARTICLE 5: COMMUNICATION

The Parties shall keep each other informed on all their respective activities and on their progress and shall consult regularly on areas that offer the potential for cooperation through the agreed channels.

Joint working groups may be established to examine, in detail, proposals in areas assigned to them by the Parties referred to in Article 3 (Joint Work Plan) and to make recommendations to the Parties.

Each Party shall designate a “point of contact” that will be responsible for monitoring the implementation of this MoU and for taking measures to assist in the further development of cooperative activities. Such points of contact shall be the ordinary channel for the Parties' communication of proposals for cooperation.³

The primary points of contact for each Party are:

EGI.eu: Sergio Andreozzi, Policy Development Manager

EGI.eu – Science Park 140 – 1098 XG Amsterdam, the Netherlands

Tel: 31 (0)20 8932 007 E-mail: sergio.andreozzi@egi.eu

WLCG: Ian Bird, WLCG Project Leader

CERN, route de Meyrin, 1211 Geneva 23, Switzerland

Tel: +41 (0)22 767 5888 E-mail: Ian.Bird@cern.ch

Questions of principle or problems that cannot be solved at primary contact level will be taken to the EGI.eu Director and the WLCG Overview Board.

³ For the full and detailed contact list of VRC required by the accreditation procedure see Annex 5.



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ARTICLE 6: PARTICIPATION IN EGI.EU GROUPS

WLCG agrees to name a technical representative (with deputy) for the EGI.eu User Community Board (UCB). Further information about the EGI UCB can be found in the Terms of Reference for the UCB (<https://documents.egi.eu/document/120>). WLCG may be asked to nominate representatives to serve on other advisory groups as appropriate.

WLCG will accept and comply with EGI.eu's policies and procedures relating to the use of EGI.eu's production infrastructure (http://go.egi.eu/policies_and_procedures) whenever these are not in conflict with its own MoU with the WLCG Tiers.

ARTICLE 7: RIGHTS AND RESPONSIBILITIES

The procedure is set out in Annex 3.

ARTICLE 8: FUNDING

Each Party shall bear the costs of discharging its respective responsibilities under this MoU, including travel and subsistence of its own personnel and transportation of goods and equipment and associated documentation, unless otherwise agreed in this MoU.

The Parties' obligations hereunder are subject to their respective funding procedures and the availability of appropriated funds. Should either Party encounter budgetary problems in the course of its respective internal procedures that may affect the activities carried out under this MoU, that Party shall notify and consult with the other Party in a timely manner in order to minimise the negative impact of such problems on the cooperation. The Parties shall jointly look for mutually agreeable solutions.

ARTICLE 9: ENTRY INTO FORCE, DURATION AND TERMINATION

This MoU will enter into force when signed by the authorised representatives of the Parties and shall remain in force until completion of the activities identified in Article 3 (Joint Work Plan), or upon termination of the projects in which the Parties participate, or upon three (3) months prior written notice by one Party to the other. In the event of termination, the Parties shall endeavour to reach agreement on terms and conditions to minimise negative impacts on the other Party. In the event of the continuation of the present cooperation, the Agreement may be extended and/or amended by mutual agreement in writing.

ARTICLE 10: AMENDMENTS

The MoU may be amended by written agreement of the Parties. Amendments shall be valid only if signed by the authorised representatives of the Parties.

ARTICLE 11: ANNEXES

Annexes 1, 2, 3, 4, 5 and 6 attached hereto have the same validity as this MoU and together constitute the entire understanding and rights and obligations covering the cooperation accepted by the Parties under this MoU. Annexes may be amended following the provisions of Article 10 (Amendments).

ARTICLE 12: LANGUAGE

The language for this MoU, its interpretation and all cooperative activities foreseen for its implementation, is English.

ARTICLE 13: GOVERNING LAW - DISPUTE RESOLUTION

Disputes shall be resolved by amicable settlement or failing which by arbitration in accordance with the procedure set out in Annex 4.



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IN WITNESS WHEREOF, the Parties have caused their duly authorised representatives to sign two originals of this Memorandum of Understanding, in the English language.

The following agree to the terms and conditions of this MoU:

**Dr. Steven Newhouse
EGI.eu Director**

**Dr. Ian Bird
WLCG-Project Leader**

24/1/12.
Date

24/1/12
Date



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Annex 1 EGI.eu Description

Background to EGI.eu

To support science and innovation, a lasting operational model for e-Infrastructure is needed – both for coordinating the infrastructure and for delivering integrated services that cross national borders. The objective of EGI.eu (a foundation established under Dutch law) is to create and maintain a pan-European Grid Infrastructure in collaboration with National Grid Initiatives (NGIs) in order to guarantee the long-term availability of a generic e-infrastructure for all European research communities and their international collaborators.

In its role of coordinating grid activities between European NGIs, EGI.eu will:

- Operate a secure integrated production grid infrastructure that seamlessly federates resources from providers around Europe;
- Coordinate the support of the research communities using the European infrastructure coordinated by EGI.eu;
- Work with software providers within Europe and worldwide to provide high-quality innovative software solutions that deliver the capability required by our user communities;
- Ensure the development of EGI.eu through the coordination and participation in collaborative research projects that bring innovation to European Distributed Computing Infrastructures (DCIs).

The EGI.eu is supporting ‘grids’ of high-performance computing (HPC) and high-throughput computing (HTC) resources. EGI.eu will also be ideally placed to integrate new Distributed Computing Infrastructures (DCIs) such as clouds, supercomputing networks and desktop grids, to benefit the user communities within the European Research Area.

EGI.eu will collect user requirements and provide support for the current and emerging user communities. Support will also be given to the current heavy users of the infrastructure, such as high energy physics, computational chemistry and life sciences, as they move their critical services and tools from a centralised support model to one driven by their own individual communities.

The EGI.eu community is a federation of independent national and community resource providers, whose resources support specific research communities and international collaborators both within Europe and worldwide. EGI.eu, coordinator of EGI.eu, brings together partner institutions established within the community to provide a set of essential human and technical services that enable secure integrated access to distributed resources on behalf of the community.

The production infrastructure supports Virtual Research Communities – structured international user communities – that are grouped into specific research domains. VRCs are formally represented within EGI.eu at both a technical and strategic level.



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Annex 2 WLCG Description

Background to WLCG

The Worldwide LHC Computing Grid (WLCG) is a distributed computing infrastructure that provides the production and analysis environments for the LHC experiments. It is managed and operated by a worldwide collaboration between the experiments and the participating computer centres. The resources are distributed across the world for funding and sociological reasons. Our task is to make use of the resources available to us – no matter where they are located. We know it would be simpler to put all the resources in one or two large centres, however this is not currently an option.

WLCG is therefore a distributed, or grid-based, infrastructure - the most effective solution for meeting the data analysis challenge on this unprecedented scale. Currently WLCG is made up of more than 140 computing centres in 34 countries to process, analyse and store data produced from the LHC, making it equally available to all partners, regardless of their physical location.

Grid computing

The WLCG is now the world's largest computing grid. It is based on the two main global grids currently in operation, as well as many associated regional and national grids across the world.

Tiers

The WLCG is composed of four levels, or “Tiers”, which are made up of the computer centres. The tiers are called Tier 0, Tier 1, Tier 2 and Tier 3. These tier sites process, store and analyse all the LHC data between them.

Components

Massive multi-petabyte storage systems and computing clusters with thousands of nodes connected by high-speed networks are the building blocks of the WLCG centres.

Data processing

The challenge of analysing the volume of data produced at the LHC is an immense task. Two-stage processing using dedicated algorithms are in continuous development to reduce data 'noise', and assist in focusing on the most important data, which could bring new physics discoveries.



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Annex 3 Rights and Responsibilities

A. GENERAL

1. WLCG agrees to adhere to applicable policies and procedures relating to the use of the production infrastructure whenever not in conflict with its own MoU with the WLCG Tiers.
2. A Party, which makes material, equipment or components available to the other Party, for the purposes of activities under this MoU, shall remain the proprietor of such material, equipment or components.
3. Each Party shall remain fully responsible for its own activities, including the fulfilment of its obligations under any grant agreement with the European Commission or under any consortium agreement related thereto.

B. PERSONNEL

1. Each Party shall be solely responsible for any personnel hired to carry out work under this MoU.
2. In case personnel employed by one Party temporarily carries out work under this MoU on the premises of another (hereafter referred to as "secondment"), the following provisions shall apply:
 - (a) The persons seconded shall be subject to all regulations, including, in particular, safety regulations, applicable on the site of the Party they are seconded to.
 - (b) The personnel seconded by a Party to another shall remain employees of the Party having seconded them and such Party, as employer, shall bear exclusive responsibility for the payment of salary and for the procurement of adequate social security and insurance, including third party liability insurance and health insurance.
 - (c) Unless otherwise agreed by the Parties concerned, Intellectual Property Rights generated by personnel seconded by a Party to another shall be owned by the Party having seconded such personnel.

C. INTELLECTUAL PROPERTY RIGHTS AND LICENSE

1. "Intellectual Property Rights" shall mean all intellectual creations including but not limited to inventions, know-how, layouts, drawings, designs, specifications, computer programs, reports, processes, protocols, calculations and any other matter and protected by intellectual property rights, whether registered or not, including patents, registered designs, copyrights, design rights and all similar proprietary rights and applications for protection thereof.
2. Intellectual property rights generated by a Party under this MoU shall be the property of that Party who shall be free to protect, transfer and use such Intellectual Property Rights as it deems fit.
3. Notwithstanding the foregoing each Party shall grant the other a non-exclusive royalty free, perpetual license to use the Intellectual Property Rights generated by it under this MoU for use within its project or for the exploitation the results thereof. Such license shall include the right to sublicense the entities involved in the project.

D. JOINTLY OWNED RESULTS

1. Results that were jointly generated by both Parties will be jointly owned by the Parties, hereinafter referred to as ("Jointly Owned Results") and each of the Parties shall be free to use these Jointly Owned Results as it sees fit without owing the other Party any compensation or requiring the consent of the other Party. Each Party, therefore, for example and without limitation, has the transferable right to grant non-exclusive, further transferable licenses under such Jointly Owned Results to third parties. Each Party shall be entitled to disclose such Jointly Owned Results without restrictions unless such Jointly Owned Results contain a Joint Invention in which case no disclosure must be made prior to the filing of a priority application.
2. With respect to any joint invention resulting from this MoU (i.e. any invention jointly made by employees of both Parties), the features of which cannot be separately applied for as Intellectual Property Rights and which are eligible for statutory protection requiring an application or registration



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(herein referred to as “Joint Invention”), the Parties shall agree on which Party will carry out any filing as well as any further details with regard to persecuting and maintaining of relevant patent applications.

E. PUBLIC RELATIONS

1. Any publication by a Party resulting from the activities carried out under this MoU shall be subject to prior agreement of the other Party not be unreasonably withheld.
2. EGI.eu and WLCG may each release information to the public, provided it is related only to its own part of the activities under this MoU. In cases where the activities of the other Party are concerned prior consultation shall be sought. In all relevant public relations activities, the contribution of each Party related to activities covered by this MoU shall be duly acknowledged.

F. CONFIDENTIALITY OF INFORMATION

1. The Parties may disclose to each other information that the disclosing Party deems confidential and which is (i) in writing and marked “confidential”, or (ii) disclosed orally, and identified as confidential when disclosed, and reduced in writing and marked “confidential” within fifteen (15) days of the oral disclosure (hereafter referred to as “Confidential Information”). Confidential Information shall be held in confidence and shall not be disclosed by the receiving Party to any third party without the prior written consent of the disclosing Party.
2. Notwithstanding the foregoing a Party is entitled to disclose Confidential Information which it is required by law to disclose or which, in a lawful manner, it has obtained from a third party without any obligation of confidentiality, or which it has developed independently from any Confidential Information received under this MoU, or which has become public knowledge other than as a result of a breach on its part of these confidentiality provisions.

G. LIABILITY

1. Each Party shall use reasonable endeavours to ensure the accuracy of any information or materials it supplies to the other Party and of any other contribution it makes hereunder and promptly to correct any error therein of which it is notified. The supplying Party shall be under no obligation or liability other than as stated above and no warranty or representation of any kind is made, given or to be implied as to the sufficiency, accuracy or fitness for a particular purpose of such information, materials or other contribution or as to the absence of any infringement of any proprietary rights of third parties through the possession or use of such information, materials or other contribution. The recipient Party shall be entirely responsible for its use of such information, materials or other contribution and shall hold the other Party free and harmless and indemnify it for any loss or damage with regard thereto.
2. Except in case of gross negligence or wilful misconduct, neither Party shall be liable for any indirect or consequential damages of the other Party, including loss of profit or interest, under any legal cause whatsoever and on account of whatsoever reason.

H. PARTICIPATION IN SIMILAR ACTIVITIES

1. Parties are not prevented by this MoU from participating in activities similar to those described in this MoU with third parties. There is no obligation to disclose any similar activity to the other Party. However, when considered of mutual benefit, both Parties are encouraged to involve the other Party in similar activities to the goal of disseminating the knowledge about EGI.eu.



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Annex 4 Settlement of Disputes

1. All disputes or differences arising in connection with this MoU which cannot be settled amicably shall be finally settled by arbitration in accordance with the procedure specified below which shall be adapted in the light of the number of Parties involved.
2. Within thirty (30) calendar days of written notification by a Party to the other Party of its intention to resort to arbitration, the first Party shall appoint an arbitrator. The second Party shall appoint an arbitrator within three (3) months of the appointment of the first arbitrator. The two arbitrators shall, by joint agreement and within ninety (90) calendar days of the appointment of the second arbitrator, appoint a third arbitrator, who shall be the Chairman of the Arbitration Committee.



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Annex 5 Detailed Contact List

Role	EGI.eu	WLCG
Signing Authority	Director of EGI.eu Steven Newhouse steven.newhouse@egi.eu	LHC Computing Grid Project Leader Ian Bird, CERN IT Department Ian.Bird@cern.ch
MoU Coordinator	Policy Development Manager Sergio Andreozzi sergio.andreozzi@egi.eu	LHC Computing Grid Project Leader Ian Bird, CERN IT Department Ian.Bird@cern.ch
User support and training	Chief Community Officer Steve Brewer steve.brewer@egi.eu	WLCG User Support Coordinator/portal/gateway coordinator Maria Dimou, CERN maria.dimou@cern.ch
Operational issues (GRID- related, operation, security)	Chief Operations Officer Tiziana Ferrari tiziana.ferrari@egi.eu	WLCG Service Manager Jamie Shiers, CERN Jamie.Shiers@cern.ch
Technical Coordination	Technical Manager Michel Drescher michel.drescher@egi.eu	WLCG Service Manager Jamie Shiers, CERN Jamie.Shiers@cern.ch
Dissemination	EGI.eu Dissemination Manager Catherine Gater catherine.gater@egi.eu	WLCG Dissemination Manager Catharine Noble, CERN catharine.noble@cern.ch

These contact points may be the same person. These representatives (or additional people) may be invited to participate in other EGI.eu bodies depending on the interests of WLCG. The EGI.eu Policy Development Team (policy@egi.eu) is to be notified regarding any changes to the contact list.

Annex 6 The Benefits of becoming a VRC within EGI

The motivation and value of establishing a VRC under the EGI model for a given research community will depend on the maturity, size and activity of that community, but can in general be summarised as follows:

1. **User support:** EGI offers users within a VRC a range of services that integrate and extend the existing support services provided by their own community or within their own country. There are two clear advantages to this: firstly, users can navigate their way around a wealth of related material, resources and activities from the EGI community that can enhance their own research; secondly, the EGI requirements gathering process can extract strategic meaning from the detail of day-to-day problem solving and thereby accelerate the development of new features for the VRC.
2. **Application integration:** The support services that EGI provides can typically be customised by the VRC, the NGIs and even the individual user. The services include: the applications database which guides and informs users about existing resources; the training market place which promotes and enables the sharing of training resources across the wider EGI community; the VO services which simplify the process of managing the process of working on the infrastructure and the community repository which is available for handling the distribution of applications if required. Whilst some communities and countries will have their own versions of these resources, sharing information across EGI enables greater take-up and reuse of resources.
3. **User Community policy and procedures:** The VRC exists fundamentally to act as a communication channel between a community of users with common interests and the EGI organisation representing the community of resources providers. This communication takes place in both directions; both as a dissemination channel and as a clear voice for the needs of the community. The EGI management committee structure is the formal mechanism for this and the VRC entry point into this is through participation in the User Community Board (UCB). The policies and procedures exist to ensure that this happens in a fair and efficient manner.
4. **Requirements gathering:** Day-to-day problems will continue to be resolved through the preferred channels of the VRC. However, the EGI Requirements Gathering process provides a transparent and interactive system for extracting the needs of the community from these and other channels that may be provided by EGI or the VRC itself. These requirements may reflect needs for applications, tools, infrastructure or services and will be channelled appropriately. Many of these needs however can be resolved by better documentation, improved knowledge about available resources and adoption of best practices.
5. **Dissemination:** The coordination of dissemination between the VRC and EGI offers an opportunity to maximise the impact of the collaboration. The VRC will benefit from information from the wider EGI community tailored to their needs meanwhile the EGI dissemination team can help achieve benefits of scale by promoting the achievements from within the VRC in a wider context than their own field. This is increasingly important as breakthroughs and tools in one discipline are exploited in others.