

1. **What does user support mean ?**

- a. VO support
- b. General user support with middleware usage
- c. Solving errors while running a jobs (could be operation problems)
- d. Should operation support be separated ?

2. **What do users/VOs need ?**

- Knowledge of available functionalities
- How to best use the middleware for specific use-case
- Support for undocumented features
- Documentation, FAQ, working examples
- Tools, APIs, specific distributions of single middleware components
- A testbed to play with strictly controlled with prompt support reaction
- Specific Tutorials (addressed to a specific VO)
- Understanding of VO specific software environment

- Monitor VO specific services, signal problems
- Site monitoring, interact with local site support

3. **How should support be organized ?**

- Are the example presented sufficient (GGUS, Grid.It)
- Should it be organized in a hierarchical way ?
- Single point of access
- Core of middleware experts
- Spread knowledge
- Need to organize distributed teams of VO specific experts
- Documentation
- Monitoring
- Organization of activities among several bodies: need for a linking body