SIXTH FRAMEWORK PROGRAMME
Programme: Structuring the European Research Area
Activity: Support for Research Infrastructures
Support Scheme: Communication Network Development
Area of Work: e-Infrastructure – Grid Initiatives

Grid Relationship Management

GRM

VERSION 07/09 2005

Specific Support Action

Part B

List of participants

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Proposal Summary Page

Project full title

Grid Relationship Management

Project acronym

GRM

Strategic objectives addressed

The overall strategic goal of the GRM project is to **make available and support a set of shared communication and information gathering tools for the second phase of the Enabling Grids for E-sciencE project (EGEE-II) and its Related Projects**. These tools will help ensure a more efficient use of resources by EGEE-II and its Related Projects, and an accelerated uptake of Grid technology by science and industry in Europe and beyond. The GRM project will coordinate closely with, and be complementary to, the networking and dissemination activities of the individual projects.

Specific objectives of the project include:

- Producing a **common weekly electronic newsletter** which disseminates information about EGEE-II and its Related Projects, and is designed to inform a wide range of stakeholders, including project participants, scientific users and the wider public.
- Making available a **set of Web-based information gathering tools** to all EGEE-II Related Projects, such as common event calendar, contact management and document management systems, as well as an underlying shared contact repository.
- Extending support for a **project progress tracking tool,** used in EGEE, to EGEE-II Related Projects.
- Introducing **Web-services-based tools to assist help system access**, in order to facilitate, in a project-agnostic way, communication between the RPs and the helpdesk of EGEE-II.
- Ensuring **effective implementation of the communication and information gathering tools** listed above by the EGEE-II Related Projects, through close coordination with the project managers and the communication activities of the Related Projects.
- Executing a series of **Grid Relationship Management audits**, as part of the project management, in order to evaluate the quality of communication and information gathering efforts, and propose improvements based on evolving needs.

Through the above, the GRM project contributes to the strategic objective of the programme Structuring the European Research Area, **"***to promote the development of a fabric of research infrastructures of the highest quality and performance in Europe, and their optimum use on a European scale based on the needs expressed by the research community***"**. The GRM project is also fully in line with the strategic objective of Specific Support Actions **"***to promote and facilitate the dissemination, transfer, exploitation, assessment and/or broad take-up of past and present programme results (over and above the standard diffusion and exploitation activities of individual projects)*".

Proposal Abstract

The Grid infrastructure established by the Enabling Grids for E-sciencE (EGEE) project will continue to be developed by its proposed successor project, EGEE-II. This infrastructure is now the basis for a cluster of 13 Related Projects (RPs), and a at least a further three projects are being proposed in this call. In addition, EGEE collaborates closely with DEISA, a high-performance computing Grid project, for specific applications. This large number of interdependent projects makes effective communication between the projects an important and demanding task.

A further communication challenge is that EGEE-II plans to rapidly expand its user base over the coming two years. This will happen partly through actions of some of the RPs which aim at geographical expansion of the infrastructure, such as Baltic Grid, EUMed Grid (Mediterranean basin), EUChina Grid and EELA (Latin America). This evolution creates another set of communication issues related to monitoring user satisfaction, informing users about the status of EGEE-II and its RPs, and reacting to user feedback, in order to ensure high levels of user retention.

Finally, given the large amounts of public funding being invested in EGEE-II and its RPs, it is essential for the projects to engage in clear, accurate and above all coherent communication with policy makers, industry representatives and the general public, in order to ensure broad understanding and appropriate support for the emerging Grid infrastructure.

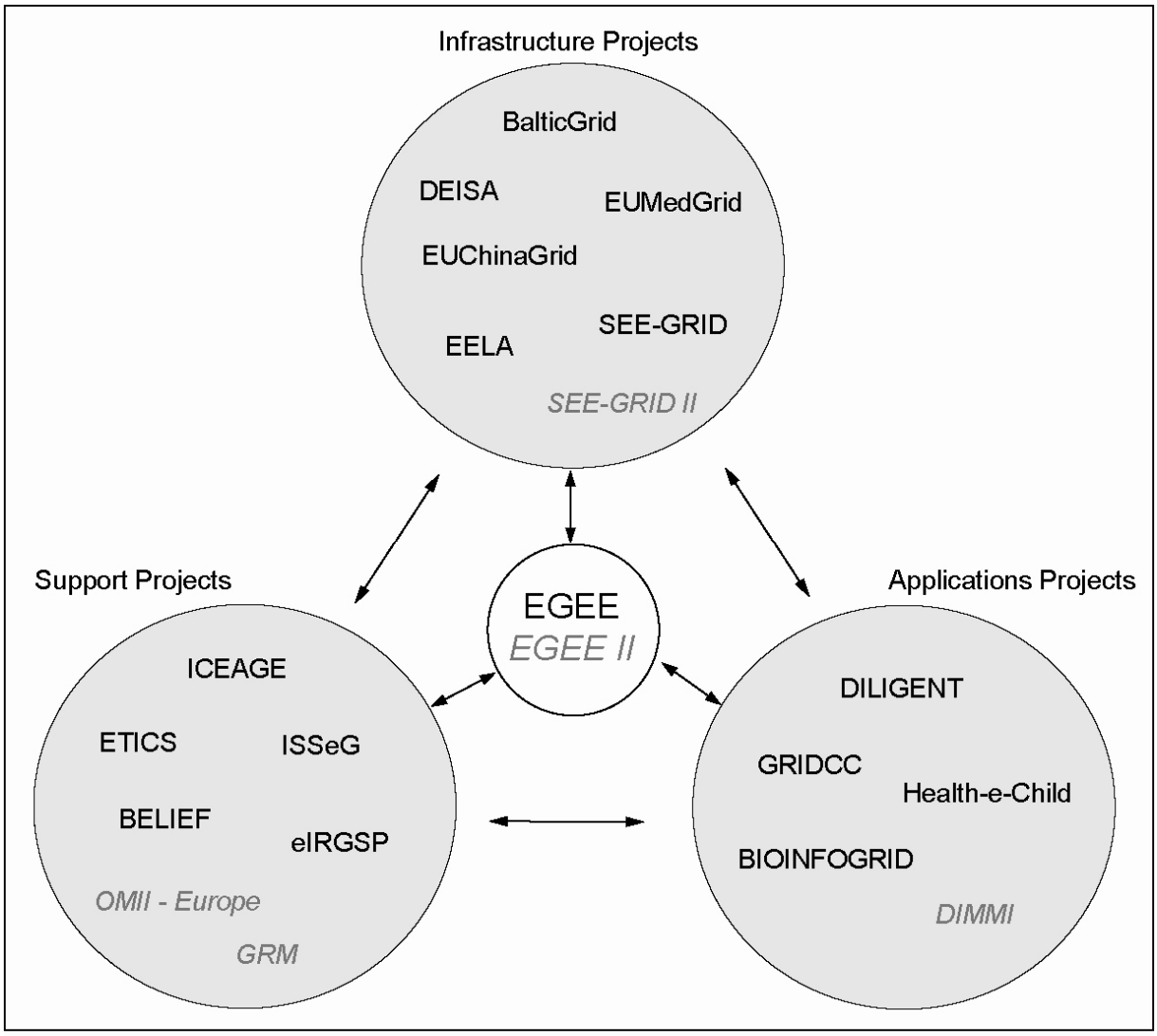
The term Grid Relationship Management (GRM), by analogy with Customer Relationship Management in the commercial sector, encapsulates the need to implement appropriate IT-based solutions to manage these communication challenges more effectively.

The goal of the GRM project is to make available and support a set of shared communication and information gathering tools for the second phase of the Enabling Grids for E-sciencE project (EGEE-II) and its Related Projects. These tools will help ensure a more efficient use of resources by EGEE-II and its Related Projects, a faster uptake of Grid technology by potential users, and a higher level of public awareness of the goals and achievements of EGEE-II and its RPs.

The IT-based solutions that the GRM project will make available and support include a common electronic newsletter, a common event calendar, a contact management system, a common project progress tracking tool, Web-services-based tools to assist help system access, and the necessary shared repository to manage and share information gathered via these solutions. Furthermore, the GRM project will emphasize the use of GRM audits, in order to evaluate these solutions, and adapt them to user needs.

The GRM project is complementary to, and will be closely coordinated with, the specific communication and dissemination plans of EGEE-II and its RPs. Specifically, the GRM project focuses on communication issues that span all EGEE-II RPs, rather than being specific to one project. The GRM project supports communication and information gathering efforts of the individual projects by providing them with shared tools.

Proposal Context



The Figure above illustrates the cluster of **EGEE-II Related Projects**. These can be broadly categorised as: **infrastructure projects** which aim to extend the EGEE Grid infrastructure and user base geographically; **support projects**, which develop middleware, provide training dissemination or policy support; **applications projects** which focus on use of existing Grids for specific scientific objectives. The table on the next page provides summary information on each project, including the role of GRM partners in the projects.

Name	EU instrument*	Aim	Partners in relation with GRM**
Infrastructure projects ***(extension of EGEE Grid infrastructure and user base geographically)***			
BalticGrid	I3	Extends EGEE to Baltic States	CERN (CR)
DEISA	I3	High-performance computing Grid project for specific applications**.**	
EUChinaGrid,	SSA	Extends EU Grid to China	CERN (CR) INFN (CO)
EUMedGrid,	SSA	Extends EGEE to the Mediterranean Basin	CERN (CR) INFN (CO)
EELA	SSA	Extends EGEE to Latin America	CERN (CR) INFN (CO)
SEE-GRID (SEE-GRID II)	SSA	Extends EGEE to South Eastern Europe	CERN (CO)
Support projects (middleware development, training, dissemination or policy support)			
BELIEF	SSA	Supports global networking initiatives for e-Infrastructures;	
eIRGSP	SSA	Aims to inform the development of Grid policy	CERN (CR)
ETICS	SSA	Testing and integration of Grid software;	CERN (CO) INFN (CR)
ICEAGE	SSA	Grid education and training project	CERN (CR)
ISSeG	SSA	IT security at Grid sites	CERN (CO) CCLRC (CR)
OMII-Europe		Grid interoperation	
Applications projects (focus on use of existing Grids for specific scientific objectives)			
BIOINFOGRID	SSA	Bioinformatics services for molecular biology	INFN (CO)
DILIGENT	IP	Gridifying digital libraries	CERN (CR)
DIMMI		Grids for digital media	
GRIDCC	IP	Distributed system for remote control of geophysical instrumentations.	INFN (CO)
Health-e-Child	IP	Medical imaging applications	CERN (CR)

* Specific Support Action (SSA), Integrated Infrastructure Initiative (I3), Integrated Project (IP).
** Project Coordinator (CR), Project Contractor (CO)

1. Project Objectives

1.1. *The GRM Vision*

Relying on distributed communities to develop, deploy and run a Grid infrastructure is in principle beneficial – this mirrors, after all, the distributed nature of the underlying Grid resources. But this reliance makes it challenging to ensure effective communication between the various stakeholders in EGEE-II and its Related Projects (RPs), be they project managers, Grid operators, Grid users, industry or the public. The potential negative impacts of these communication problems could be severe: unnecessary duplication of effort by developers; lack of understanding of user needs by operators; ignorance or loss of interest in Grid solutions by potential new users; failure of industry to capitalise on opportunities due to lack of understanding of technological impact; disillusionment and distrust of the wider public due to over-hyped or inconsistent claims.

It is commonplace in the business world today to focus on Customer Relationship Management (CRM), and invest heavily in tools that enable high quality CRM. For many firms, this is a key source of competitive advantage. For the Grid infrastructure that EGEE has pioneered, such tools need to be adapted to an unusual environment, where a "customer" can be a user of the infrastructure, a contributor to the infrastructure, or both at the same time, and where investment is coming not from sales to customers, but primarily from European taxpayers – both public and industrial - via funding agencies. Such *Grid Relationship Management* is further complicated by the fact that the basic development and operation units for the Grid infrastructure are multi-institutional time-limited projects, rather than monolithic corporations.

The vision of the GRM project is that by supporting a set of shared communication tools, it will contribute directly to a more efficient use of resources by EGEE-II and its Related Projects, and an accelerated uptake of Grid technology by science and industry in Europe. Ultimately, it is the vision of the GRM project that these tools will prove to be of broader use, and may be adopted by project clusters in other technology areas.

1.2. *The GRM Mission*

The mission of the GRM project is to improve the communication between EGEE-II and its Related Projects (RPs), and to coordinate the communication efforts of these projects towards current and potential users, and towards a wider set of stakeholders, including policy makers, industry representatives and the general public.

The specific approach the GRM project takes to achieving this mission is to analyze, adapt and apply relevant IT tools that help to improve communications.

- The **analysis activity** will take the form of audits of how the different projects are communicating (survey of available tools and project requirements).
- The **adaptation activity** involves customizing the tools to the evolving needs of the stakeholders in the Grid projects (adding relevant features based on user feedback).
- The **application activity** involves distributing and ensuring the uptake of the various IT communication tools by the various projects.

The GRM project does not engage in pro-active matchmaking between projects, which might be resisted by projects for sound technical or manpower reasons. Rather, the GRM project

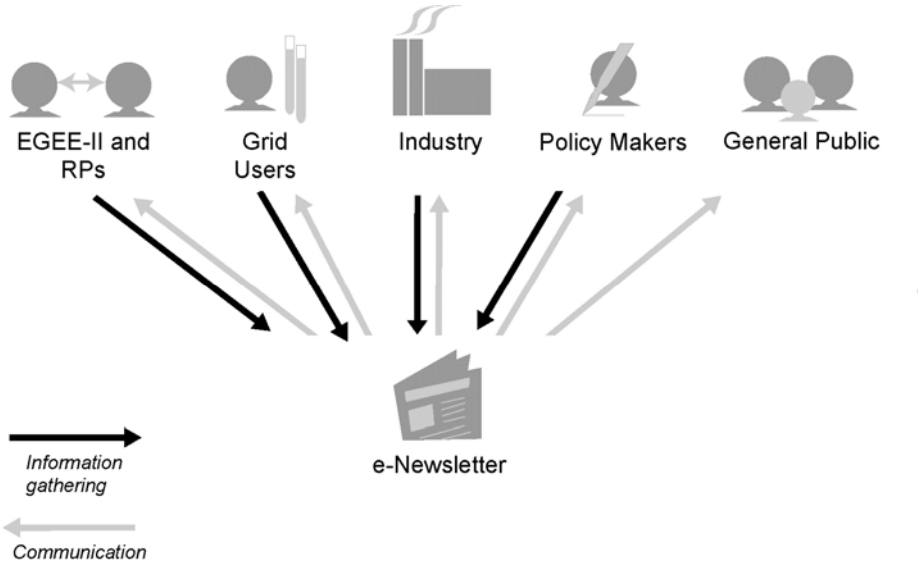
will make available to the projects useful services which enhance opportunities for better communication between projects, with users and with other stakeholders. The projects should adopt these solutions on a voluntary basis, and therefore the GRM project will also disseminate the benefits of the solutions effectively and provide support for projects that adopt the tools.

1.3. *Objectives*

The objectives of the GRM project involve making available a set of common IT solutions which support communication needs that are common to EGEE-II and its RPs, and adapting these solutions based on evolving needs. The objectives of the GRM project are complementary to, and will be closely coordinated with, the individual communication and dissemination plans of EGEE-II and its RPs. Specific objectives of the GRM project are listed below.

1.3.1 Objective 1 – Common weekly electronic newsletter

Project newsletters are often produced infrequently and more as an archive of results over several months, rather than providing up-to-date news. An objective of the GRM project is to make the newsletter a core part of the communication between projects, with the user community, and with the wider public. This will be done by increasing the frequency to weekly and providing a professional graphical layout that can be embedded in an email yet easily scanned – in the manner of a newspaper - by different interest groups. Some news items will be available bilingually or multilingually, where relevant. Also, the newsletter should be used as a tool for collecting Grid user feedback and communicating it to EGEE-II and its RPs. Further, the newsletter can benefit from other communication and information gathering tools being promoted in the GRM project, for example by providing a direct link to the events calendar. Finally, by implementing the latest approaches to Web-based communications, such as interviews, discussion forums, Wiki pages and blogs, the newsletter will better reflect the cutting-edge nature of Grid technology, and entice a wider audience to read it. The relationship between the newsletter and its stakeholders is sketched below.

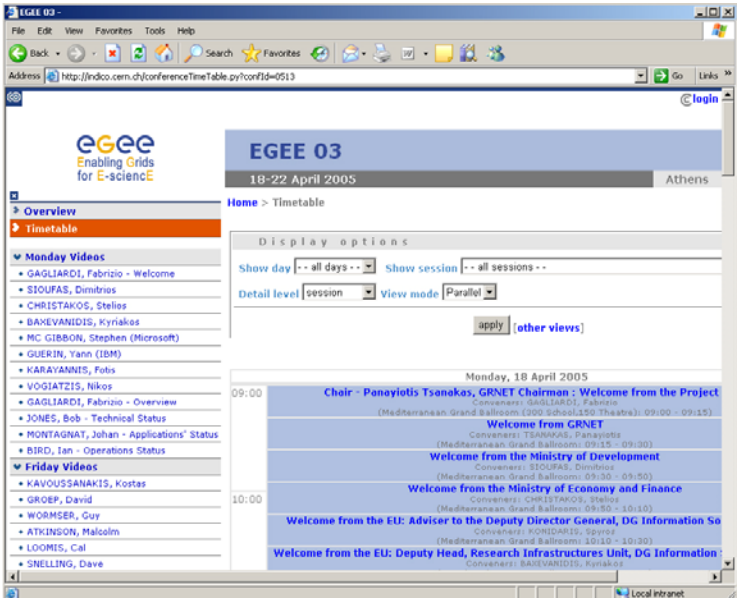


- **Deliverable D1.1.:** First issue of common weekly electronic newsletter (M03)

- **Milestone M1.1**: Introduce User feedback feature (M05)
- **Milestone M1.2:** Introduce common events calendar feature (M08)
- **Milestone M1.3:** Introduce discussion blogs (M11)
- **Milestone M1.4:** Introduce webcast interviews in newsletter (M14)
- **Deliverables D1.2** Anniversary issue of weekly electronic newsletter (M15)

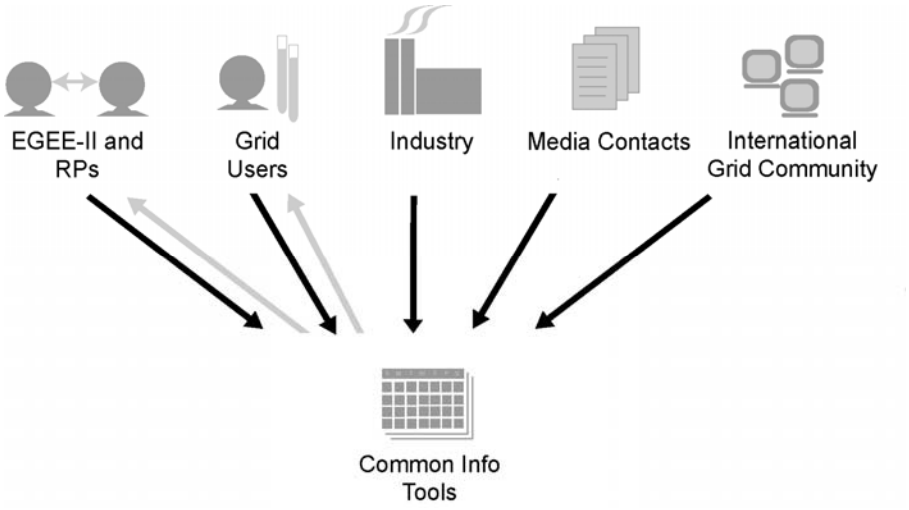
1.3.2 Objective 2 – Set of Web-based information management tools

EGEE-II and its RPs will benefit from a common event calendar and a common contacts repository, based on a simple web form. Simple solutions to enable sharing of data between tools will also be beneficial. The GRM project will evaluate existing solutions at the outset of the project, and recommend ways to adapt these to the needs of EGEE-II and its RPs. For the event calendar, the InDiCo system, developed for an EU project of the same name and successfully used by EGEE for conference planning, will be supported for wider use by all RPs.



Screenshot of InDiCo event

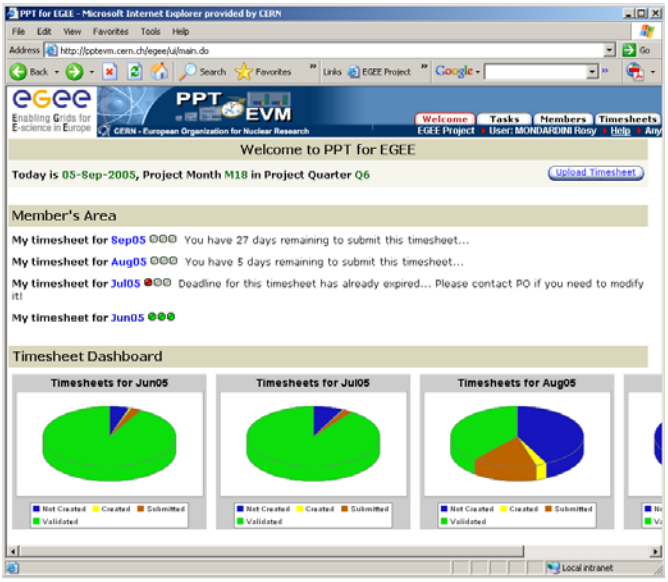
The GRM project will prepare a simple, general purpose web form for use by EGEE-II and RPs for entering contact data. The project will provide, where possible, simple methods for mining data in the databases underlying the contact database and the other GRM tools. It will disseminate information and provide support for training about the events calendar and contact repository to the RPs, in order to assist them in adopting these solutions, starting with the CERN-coordinated and INFN-coordinated RPs. The project will provide support to RPs that use the tools. The project will also adapt the tools to evolving user needs, based on user feedback. The relationship between the tools and stakeholders is sketched below.



- **Deliverable D2.1:** Web form for entering contact information (M06)
- **Milestone M2.1:** EGEE-II RPs where CERN is coordinator are using events calendar and web forms for project conferences, workshops, related national events, etc. (M08)
- **Milestone M2.2:** Several EGEE-II RPs where INFN is coordinator are using events calendar and web forms (M13)
- **Deliverable D2.2:** Revised web forms for Related Projects (M15)
- **Milestone M2.3:** At least one other EGEE-II RP is using events calendar and web forms (M18)

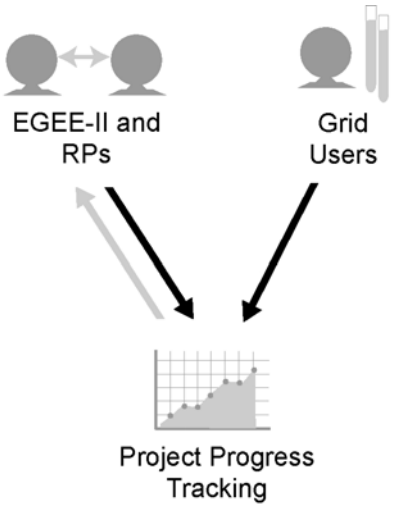
1.3.3 Objective 3 – Project progress tracking tool

Building on experience in EGEE, a tool called Project Progress Tracking (PPT), developed at CERN, will be used to ensure effort consumption can be recorded easily by EGEE-II and its RPs. The introduction of the PPT tool has permitted the project to reduce the time needed to collect effort estimates across the 70 partners from 25 days to just 5 days. After the initial natural resistance of some users, it is now widely accepted and used, as surveys amongst partners confirms.



Screenshot of PPT tool

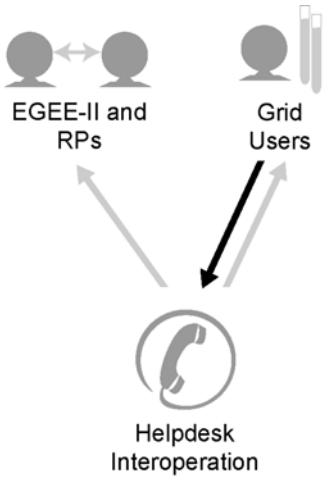
Within the GRM project, this tool will be supported for EGEE-II and its RPs. The project will prepare PPT forms that are appropriate to the RP needs. It will disseminate information and provide training about the PPT tool to the RPs, in order to assist them in adopting these solutions, starting with the CERN-coordinated and INFN-coordinated RPs. The scenario to support RP's is to host their instances at CERN. The setting up and support of these instances represents a significant effort.



- **Deliverable D3.1:** PPT forms for Related Projects (M06)
- **Milestone M3.1:** EGEE-II RPs where CERN is coordinator are using PPT (M08)
- **Milestone M3.2:** Several EGEE-II RPs where INFN is coordinator are using PPT (M13)
- **Deliverable D3.2:** Revised PPT forms for Related Projects (M15)
- **Milestone M3.3:** At least one other EGEE-II RP is using PPT (M18)

1.3.4 Objective 4 – Web-services-based tools to assist help system access

Users from the various European Grid projects (both EGEE Related Projects and others) are confronted with many ways to obtain help, for example via institutional and regional help desks, EGEE helpdesks such as GGUS and their own project-specific helpdesks. The purpose of the Web-Services-based communication tool that will be supported by the GRM project is to facilitate, in a project-agnostic way, communication between the helpdesks of RPs and helpdesk systems such as GGUS, so that a user from an RP such as EUChinaGrid can receive help via a local helpdesk, in a seamless way. Help messages returned via such Web-services-based tools should provide sufficient information for the user to trace the origin of the response, for possible future reference. This helpdesk communication tool will lead to increased reliability and correctness of the information provided to the new users that RPs will attract, as well as provide such users with a single point of entry for helpdesk queries. Also, relevant information about usage of the tool will be shared with other communication tools, such as PPT for the user's Virtual Organisation, and the newsletter.



- **Deliverable D4.1**: Web services interface for at least one category of helpdesk communication. (M06)
- **Milestone M4.1**: At least one RP helpdesk using web services interfaces. (M08)
- **Milestone M4.2**: Helpdesks in at least two RPs using web services interface routinely. (M13)
- **Deliverable D4.2**: Revised web services interface based on user feedback. (M15)

1.3.5 Objective 5 – Effective implementation of the communication tools

Crucial to the success of the GRM project is implementation of the communication tools across the partner projects. This requires obtaining consensus on their use with RP managements, and preparing dissemination and training material for the RPs in close consultation with those supporting the tools. The strategy for ensuring broad implementation is to start with the CERN-coordinated and INFN coordinated RPs, and then support other RPs, as far as time and manpower permits. Web-based training tools provide a scalable approach to future training needs, and will be implemented. Further, this activity should

continuously monitor user satisfaction, as well as integrate the feedback from the GRM audits, and communicate suggestions for technical improvements to the persons supporting the tools. In order to facilitate effective implementation of the communication tools, a meeting of Liaison Officers in the RPs will be organised near the outset of the GRM project.

- **Milestone M5.1**: Meeting of Liaison Officers of RPs (M03)
- **Milestone M5.2**: Completion of training for CERN-coordinated RPs (M07)
- **Deliverable D5.1**: Dissemination and training material for communication and information gathering tools (M08)
- **Milestone M5.3:** Completion of training for several INFN-coordinated RPs (M12)
- **Deliverable D5.2:** Revised dissemination and training material for communication and information gathering tools (M17)
- **Milestone M5.4:** Completion of training for at least one other RP (M18)

1.3.6 Objective 6 – Grid Relationship Management audits

As part of the GRM project management, it is proposed to conduct a series of "GRM Audits", to assess the appropriateness and effectiveness of the communication tools used in the project. There will be two internal audits, carried out by the partners. The first will focus on establishing a baseline of the existing practice in the projects and the proposed functionality of the tools being introduced by the GRM project. The second internal audit focuses on assessing the satisfaction of EGEE-II and PRs using the GRM tools, and the perceived impact of the tools on more effective use of resources in these projects. This second audit will integrate results from a revision of the tools. There will also be an external audit, supervised by one of the partners, where one or more leading IT companies will be invited to assess the effectiveness of the GRM project tools in achieving their stated goal of accelerating the rate of uptake of Grid technology by science and industry. Prior experience at CERN shows that leading IT companies will carry out such evaluations on a pro bono basis, for the insight that projects such as EGEE can provide on future business trends in CRM.

- **Deliverable D6.1.**: First internal audit of GRM tools (M10)
- **Deliverable D6.2:** Second internal audit of GRM tools (M19)
- **Deliverable D6.3**: External audit of GRM tools (M21)
- **Deliverable D6.4**: Final project report

2. Relevance to the objectives of Communication Network Development

2.1. *Relevance to the Work Programme (2004-2006)*

The GRM project addresses *Communication Network Development* – e*Infrastructure – Grid Initiatives* call (b.4) of the Support for Research Infrastructures activity Work Programme 2004-2006, adopting the Specific Support Actions (SSA) instrument.

According to the Support Research Infrastructures Work Programme (2004-2006) "***the overall objective of this activity is to promote the development of a fabric of research infrastructures of the highest quality and performance in Europe, and their optimum use on a European scale based on the needs expressed by the research community***". Additionally, the Communication Network Development scheme in particular "***will be concerned with the development of* e*Infrastructures for Research capitalizing on new computing and communication opportunities and will promote a further breadth and depth to the collaboration amongst researchers in Europe***".

Based on these premises, the GRM project aims to address the following objectives:

Structuring the European Research Area: Support for Research Infrastructures

The proposed GRM SSA has been designed to suit the overall objectives of the program: Support for Research Infrastructures. It does this both through its direct actions, and its support for a wide range of other projects involved with or producing research infrastructures, funded under FP6.

The FP6 programme of work 2004-2006 states that the overall objective of the programme is to "***promote the development of a fabric of research infrastructures of the highest quality and performance in Europe, and their optimum use on a European scale based on the needs expressed by the research community***." GRM will support efforts to weave this fabric by a large number of projects, facilitating their interaction both on a technical level, through promoting and supporting use of electronic tools and support systems, and on a community level through dissemination activities. Through these strategies it will help to optimize use of the European Grid infrastructure, in particular that of EGEE and its many related projects, increasing its coherency and coordination.

GRM also addresses the specific objectives of the "Support for Research Infrastructures" activity. It will increase the location independent access to research infrastructures through virtualization of a number of support structures present in many FP6 projects. In addition, it addresses the objective of "***providing support for a European approach for the development of new research infrastructures, also at the regional and transregional level, and for the operation and enhancement of existing infrastructures, including where appropriate facilities of world-wide relevance not existing in Europe.***" Through acting as a support system for EGEE-II and its related projects, GRM will increase the effectiveness of these projects and help to drive forward their efforts in putting in place a production quality Grid infrastructure in Europe and beyond. Through its dissemination component, it will also help to publicise European Grid efforts to the worldwide community,

Communication Network Development Support Scheme

The objective of the Communication Network Development support scheme is to create "***a denser network between related initiatives***". While clearly, this applies primarily to electronic communications networks, it may also apply to networks of a more social nature which GRM will promote and support. More specifically, GRM helps to fulfill the objectives of the support scheme, stated as "***the development of eInfrastructures for Research capitalizing on new computing and communication opportunities and will promote a further breadth and depth to the collaboration amongst researchers in Europe and beyond.***" GRM will provide a range of services that increase consistency across EGEE-II related FP6 projects, virtualizing existing services such as helpdesks and introducing new community systems such as information and project management tools developed for individual projects. Through a communications audit programme to be carried out in conjunction with European industry it will also help to make the workings and results of FP6 projects more available and responsive to commercial needs.

Area of Work Objectives: eInfrastructure – Grid Initiatives

GRM will address a number of the objectives of the Grid Initiatives Area of Work, but in particular the instruction that ***"new initiatives should link and build upon existing ones in the same area."*** GRM will take tools developed in individual projects (such as PPT in EGEE) and promote and support their adoption across a wide range of projects in the area of Grid technology and research infrastructures. In parallel it will link a number of non-technical areas of these projects such as dissemination information management. Through its audit programme in collaboration with members of European industry, it will also address "***emerging industrial research requirements on eInfrastructures,***" allowing industry to comment on the communication and dissemination systems, which will facilitate industrial uptake of the technical results of the supported projects.

It will also contribute to the creation of a "***virtual Grid-based research space***" that extends beyond Europe by leveraging close contacts with dissemination efforts in the USA and Asia developed through EGEE, EGEE-II and their related projects. Developing a multinational community spirit in the area of Grids and research infrastructures will facilitate ongoing efforts to connect systems on a technical level.

Through fostering coordinated, multi-project systems it will also help to foster "***interoperability of solutions across different disciplines in an effort to achieve broader scale uptake of Grid technology across numerous user communities***." Finally, through support of projects from other FP6 Area's of Work, it will act to generally promote development of mature research infrastructures and Grid technology.

2.2. *Relevance to the Specific Support Action Instrument*

The GRM project adopts the Specific Support Action instrument, as defined in Classification of FP6 Instruments: Detailed description (October 2004). This document defined the aim of an SSA as "***contributing actively to the implementation of the Framework Programme, the analysis and dissemination of results,***" as well as fulfilling the strategic objective to "***promote and facilitate the dissemination, transfer, exploitation, assessment and/or broad take-up of past and present programme results (over and above the standard diffusion and exploitation activities of individual projects)"***

The GRM project has been designed to fit the SSA instrument in a number of ways. At a basic level, through its support of other FP6 projects, it will make an active contribution to the objectives of the Framework Programme, in particular in the areas of communication and dissemination. GRM will undertake no research or development, in line with SSA guidelines, but will take existing tools developed by partners of FP6 projects, and promote their use across all the EGEE-II related projects, aiding the projects as well as disseminating their results.

GRM will carry out a number of the support activities listed in the document Provisions for Implementing Specific Support Actions:

In relation to "***dissemination, transfer and broad take up of programme results***," GRM will promote and support tools developed during FP5 and FP6 projects, either as part of work under the Framework Programme or in support of it. The use of GRM audits will also give external perspectives, both academic and industrial, on how communication and information systems can be optimized for effective dissemination of the results of EGEE-II and related projects to the widest possible audience.

GRM will also address the "***operational support***" activity with the same tools (such as project and time management tools or contact and calendar systems), as well as the enhancement and virtualization of European Grid helpdesks.

Finally, GRM will make efforts in the area of "***information and communication activities***," in particular through the use of a common weekly electronic newsletter for the Grid community, aimed at promoting a feeling of community spirit among the large number of geographically dispersed staff participating in EGEE-II and its related projects.

3. Potential Impact

3.1. *General Impact*

By integrating efforts in dissemination, information gathering and communication of several Grid projects, the GRM project will facilitate a more efficient use of available Grid resources. The common tools will allow not only coherent communication with existing and possible new users as well as other stakeholders, but also contact management, support and monitoring of the progress of users of the infrastructure. It will thus help in retaining existing users, but also accelerate the uptake of Grid technologies by new applications, new scientific fields as well as industry. Beyond the impact on the EGEE-II related projects, it is anticipated that the tools disseminated by GRM will be used in a future permanent European Grid organisation, which would be a natural successor to EGEE-II. Also, other clusters of technology projects with similar communication challenges, may benefit from implementing these tools.

3.2. *Exploitation plans for optimal use of project results*

Audits will form an integral part of the project (WP6) and WP5 will ensure the effective implementation of communication tools, providing a deployment plan, support and training for the tools, as well as monitoring their uptake. The newsletter will allow dissemination not only about the European Grid infrastructure and its development, but also about the GRM and the tools it provides. Possibilities for maintaining support for these tools even after the mandate of the GRM project will be explored as part of the external audit planned in WP6, especially with respect to possible solutions for maintaining the European Grid infrastructure after the end of EGEE-II.

3.3. *Added value of working at a European level*

EGEE-II and many related Grid projects operate on a European and even global scale. To make Grid computing into a ubiquitous tool for European research, these European efforts, as well as national initiatives have to be integrated to present a reliable and easy-to-use infrastructure to the end user. By close coordination with existing communications, networking, user support and training activities in EGEE-II and its RPs, and providing shared solutions for these projects to use, the GRM project will facilitate information exchange and ultimately cooperation between European partners and projects.

3.4. *Other national/international activities of relevance*

The GRM project will coordinate closely with the communication activities of all RPs, in particular with those reaching out to new regions such as EUChinaGrid and EUMedGrid. Through its partners, the GRM project will also harmonize its efforts with the UK e-science programme and the many Grid programmes in Italy, in particular the GILDA testbed, which has been developed by INFN. The GRM team already has established contact with a recently launched Grid Newsletter in the US, Science Grid This Week (http://www.interactions.org/sgtw/), to explore possible synergies and to avoid duplication of effort.

3.5. *Risk assessment and related communication strategy*

There are several risks for a project of this kind, which may adversely affect the execution of the project and its success. As in all European-wide projects there is the risk of insufficient coordination between the partners. However, since all partners have worked together in other projects before, we know how to solve eventual problems. Another risk is associated with

coordinating the information flow from and to all RPs. To safeguard against this risk, Liaison Officers will be appointed in all RPs who will work closely with the Project Manager.

There is also an implementation and execution risk, i.e. that the RPs fail to implement the tools provided by the GRM project, or that they do not implement them rapidly enough to be useful in term of coordinating efforts. This risk will be minimized by establishing a detailed dissemination plan and adequate support to the projects for the new tools.

The Audits (WP6) will ensure that the best tools are selected, thus minimizing the technological risk. Possible incompatibility problems will be solved in close collaboration with the developers of these tools.

There is also the risk that the newsletter (WP1) will not reach intended audiences. However, since the GRM project is building on the contacts of several well-established Grid projects in Europe, this risk will be minimal.

4. The Consortium and Project Resources

List of Participants

Partic. Role*	Partic. No.	Participant name	Participant short name	Country	Date enter project	Date exit project
CO	1	European Organization for Nuclear Research	CERN	Switzerland	Month 1	Month 24
CR	2	Instituto Nazionale di Fisica Nucleare, Italy	INFN	Italy	Month 1	Month 24
CR	3	Council for the Central Laboratory of the Research Councils, Oxfordshire, UK	CCLRC	UK	Month 1	Month 24
CR	4	Queen Mary, University of London, UK	QMUL	UK	Month 1	Month 24

*CO = Coordinator
CR = Contractor

4.1. *Role, skills, suitability and commitment of participants*

4.1.1. CERN

Scientific Context CERN, the European Organization for Nuclear Research (www.cern.ch), funded by 20 European nations, is constructing a new particle accelerator, the Large Hadron Collider (LHC), on the Swiss-French border on the outskirts of Geneva. When it begins operation in 2007, the Large Hadron Collider (LHC), will be the most powerful machine of its type in the world, providing research facilities for several thousand High Energy Physics (HEP) researchers from across the world. These physicists will need access to the huge amounts of data that will come out of the four detectors to be installed on the accelerator (about 10 Petabytes a year).

The computing capacity required for analysing the data generated by the experiments at the LHC machine will be several orders of magnitude greater than that used by current experiments at CERN. To this end, CERN is constructing the LHC Computing Grid (LCG), a world wide system formed of more than 100 computing centres at the time of writing. These centres are organized in levels, depending on their role in the Grid, their functionality and power. The LCG is a flagship application of EGEE.

Role relative to EGEE-II and its RPs CERN is leading the EGEE consortium, and led its predecessor European DataGrid (EDG). Grid software developed as part of EGEE will be used for the LCG, and the EGEE infrastructure includes a significant fraction of the LCG sites. CERN is coordinator of the planned extension to EGEE, EGEE-II, as well as coordinator of two Related Projects, ISSeG and ETICS. CERN is contractor in eight other EGEE-II Related Projects: Baltic Grid, DILIGENT, EELA, EUChina Grid, EUMed Grid, Health-e-Child, ICEAGE and SEE-GRID.

Relevant skills and staff for the GRM project CERN is operated by 2700 permanent staff coming from the 20 member states. CERN's IT Department has a staff of 350, including about 150 involved in aspects of Grid technology. The IT Department has a dedicated IT Communications Team (ICT) of four persons, which coordinates communication about LCG, EGEE and other IT matters for CERN, including the CERN Computer Newsletter, LCG News, CERN Courier Computing News, and the GridCafé website – experience highly relevant to Workpackage 1. The IT Department has an Administrative Information Services (AIS) group, with a staff of 25 persons, which develops and supports the PPT of Workpackage 3, and has broad experience with database technology relevant to the tools of Workpackage 2. The ICT team and AIS group are the primary participating CERN units in the GRM project.

Profiles of key participants

Dr. Maria Rosa Mondardini is the proposed Project Manager for the GRM project. She has an extensive background in science communication and a range of relevant experience in the management of communication-related projects. She is Deputy Manager of the IT Communications Team in the CERN IT Department, which is responsible for coordination of CERN communications related to Grid projects that CERN is involved in, including EGEE, LCG and CERN openlab. Prior to joining this team, she was Communications Officer at CERN for several EU projects: EU DataGrid EU DataTAG, GRIDSTART and EGEE. She has developed the websites for the EU DataGrid and EGEE projects.

Dr. Maria Rosa Mondardini was Project Manager of the team that produced the Grid Café public education website, which was nominated for a prestigious Webby award in 2004, has been translated into several languages and is considered the primary Web-based introduction and source of information about the Grid. She was also Project Manager for a major public outreach event, the Grid Café event at the CERN openday in October 2004, which hosted over 2000 visitors. This project involved training over 40 staff to act as guides for the event. She has launched and is Editor of the "LCG News" newsletter for the LCG community. Prior to joining CERN's IT Department, she was Project Manager for the development of the CERN antimatter website, which has been awarded several prizes, as well as being a key player in the "Live from CERN" webcast team. She is currently heading a Task Force at CERN making a comprehensive review of CERN's web communications, for CERN management. Dr. Maria Rosa Mondardini has a Ph.D. in Physics from Bologna University and has worked as a researcher in High Energy Physics at Fermilab and CERN .

Katarzyna Pokorska is the proposed work package manager for WP2 of the GRM project. She is currently working within the CERN IT department in the team implementing web software solutions for effective project management. She is in charge of specification and design of various instances of the Project Progress Tracking (PPT) tool, responsible for all aspects of customer care as well as for the technical supervision of the 1st and 2nd line support, she plays a key role in the vital success of the PPT for EGEE and APT applications. She coordinates releases of the PPT tools as far as the functional and quality assurance aspects are concerned.

Prior to joining this team, Kasia was an Oracle openlab fellow prototyping database and application server solutions using Oracle 9i/10g new technologies, for both infrastructure and Grid deployments at CERN and HEP sites. Her achievements have contributed to the join Oracle/CERN press release and to a much appreciated talk for the Oracle OpenWorld in London, September 2004.

Before coming to CERN, having graduated from the Computer Science Department at the Université Pierre et Marie Curie in Paris, France, Kasia had several years of experience in the

design, implementation, and support of integrated software solutions for international banks in Frankfurt and in Geneva. Kasia holds also a postgraduate degree in business management of Ecole Nationale des Ponts et Chaussées in Paris, France.

Brice Copy has been working for the past three years on the project planning tools used by CERN to supervise and monitor large projects such as the LHC construction, the CNGS project, EGEE or the Atlas detector. He is the proposed workpackage manager for WP3 of the GRM project. He orchestrates the technical effort, investigates new software engineering methods and enforces development best practices that allow CERN to create web-based project management tools using best-of-breed java open source frameworks.
He previously worked as software engineer at the Oracle European development centre (Reading, UK) on writing UML modeling tools and collaborating on Java frameworks to ease Entreprise Applications development. He also took part in Oracle Forms, Designer and Portal development and maintenance, gaining in the process a good insight of the development methods adopted in the software industry.

He also worked at ITT Cannon - a large UK based manufacturer - as intranet developer, integrating legacy IBM mainframes with web based applications. He obtained a MSc in "Distributed Applications and Networks" from the University of Kent at Canterbury (UK) in 2000.

Jurgen De Jonghe has been involved in software architecture and implementation for over 15 years, concentrating on Project Mangement tools since six years. He will provide overall guidance and expert assistance to the managers of WP2 and WP3 of the GRM project. He joined CERN in 1987 as a software engineer and developed parsers to store SGML text in an Oracle Database. From 1990 onwards he was responsible for the development of a workflow tool to automate all business processes at CERN, still the most widely used in-house developed software at CERN. In 1999, he became responsible for the implementation and support of Project Management tools at CERN. These tools have been used in a multitude of projects including the ATLAS detector (the biggest collaborative effort ever attempted in physics), the LHC (the world's largest accelerator) and EGEE. Jurgen De Jonghe graduated in 1986 with a MSc in Informatics and Applied Mathematics from the KUL, University of Leuven, Belgium.

4.1.2.2. INFN

Scientific Context The Istituto Nazionale di Fisica Nucleare (http://www.infn.it/) is a governmental research organization, which promotes co-ordinates and funds nuclear and high-energy physics research. It is organized in 4 National Laboratories, 19 Sections fully integrated in the Physics Departments of the major Universities, 11 Sub-sections, one National Center, the Central Administration and the President Operational Bureau. INFN carries out its research activity in collaboration with international institution at the most important national and international Laboratories (CERN, DESY, Grenoble, GranSasso, Frascati, Fermilab, SLAC).

In the field of distributed computing, INFN started deploying a Wide Area CONDOR Pool in 1998, using more than 200 CPUs distributed all over Italy. An R&D project was then launched to evaluate the use of Grid technologies to face the stringent requirements of the LHC experiments with respect to computer power and data storage. INFN has contributed to the EDG and DataTAG projects, and is active in the CERN LCG project. INFN has deployed the INFN production Grid which puts together the computer resources of more then 16 sites corresponding to more than 1000 CPUs.

Role relative to EGEE-II and its RPs INFN is a partner in EGEE with responsibilities for Grid operations, training and support of generic applications, amongst others. In addition, INFN is the Coordinator of the Related Projects EUChinaGrid, EUMedGrid, EELA, and BIOINFOGRID, as well as being a contractor in ETICS and BELIEF. INFN is also committed to the transfer of knowledge, methodologies and technologies developed by its research activities. An example is the spin-off company MetaWare, which is a proposed partner in the EGEE-II communications activity, and CO of the proposal for the Related Project, DIMMI.

Relevant skills and staff for the GRM project INFN is responsible for a large number of the EGEE-II Related Projects, which puts INFN in an excellent position to ensure efficient gathering of information about the specific communication needs of the projects, and dissemination of the common communication and information gathering tools to these projects. This is a key role for Workpackage 5. Also, INFN is responsible for training and dissemination activities towards Grid users in EGEE, and the strong team behind this will provide the necessary experience to ensure the successful uptake of the tools by the various Related Projects, through supporting the development of a dedicated training module for the GRM tools.

Profiles of key participants

Prof. Roberto Barbera is Associate Professor at the University of Catania, where he is leading a group of peoples which were highly effective during the EGEE project on the NA3 activity: user training and induction. In particular the Catania group has invented and set-up the GILDA (the INFN Grid Laboratory for Dissemination Activities) test bed, which has been adopted by the EGEE Project as its official dissemination and training tool. GILDA is a real grid test-bed entirely dedicated to disseminate the potentialities of grid computing. By leveraging on the GILDA testbed, and the Genius portal, the Catania group, under the leadership of Roberto Barbera, has, in the last two years, successfully carried on an intense program of training and induction courses on EGEE and the Grid technologies as part of the EGEE NA3 activity.

Prof. Barbera is a member of the Technical Board of the Italian NFN Grid Project and inside this project he is the coordinator of both the GENIUS portal project and the GILDA virtual laboratory for grid dissemination activities. At European level, he is the coordinator of NA4 Generic Applications activities inside the EGEE Project. Since 2001 Prof. Barbera he is also the member of the TERENA Technical Committee for GRID Technology Area.

Giuseppina Salente is the proposed work package manager for WP5 of the GRM project. She is an INFN employee since 1995. She has been in charge for 10 years of the INFN's Dissemination Project secretariat. She has taken part in the realization of all the national and international scientific exhibitions (over 100 events); organization of press conferences and all media events related to the exhibitions; realization of several multimedia products, as videos and CD-Rom; realization of INFN's journal "INFN-Notizie" and of several brochures. She is been the general secretary of various national and international conferences, and in particular of CHEP2000 edition.

Since 2001, she is part of the INFN-Grid Project secretariat and since 2004 she is an unfunded member of EGEE NA3 and NA5 activities. She has worked at the organization of many INFN-Grid brochures, posters and events. She has organized the second EU e-infrastructures and the first e-IRG meetings, along with the following related proceedings. She is part of the Local Organizing Committee of EGEE 4 conference.

Alessandra Casotto has been working since 2002 at INFN-GRID Project Office as a Project Manager Assistant in the following tasks:

- Proposal and documents compiling for the preparation and management of the EU and Italian Grid Projects, including DataTAG and EGEE;
- Project Dissemination (also in EGEE NA2 as unfunded member): websites design and management, printed material and multimedial presentations production, collaboration in conferences organization.
- Personnel management: experience on the use of the PPT tool, management and implementation of the procedure used for INFN timesheet collection, monthly data transfer to PPT, production of ICC. Collection and management of paper documents and relations to the INFN administrative offices.

Before coming to INFN she graduated at the IUAV, Universitary Institute of Architecture – Venice in 2000, has been an informatics teacher for one year (around 450 hours) and is still an Assistant at IUAV in the Course of Cultural Heritage Laws.

4.1.2.3 CCLRC

Scientific Context The Council for the Central Laboratory of the Research Councils (CCLRC - http://www.cclrc.ac.uk) is one of eight Research Councils in the United Kingdom. It operates at two primary sites, the Daresbury Laboratory in Cheshire, and the Rutherford Appleton Laboratory in Oxfordshire. The primary purpose of the CCLRC is to provide facilities and services to the UK science and engineering community, both within universities and industry that are larger than can be allocated to each institution. The major facilities provided are ISIS, the world's brightest pulsed neutron source, the Central Laser Facility providing the highest intensity-focused laser in the world and the Synchrotron Radiation Source, the UK's pioneering light source, providing light across the spectrum from UV to X-rays.

Role relative to EGEE-II and its RPs CCLRC is a key player in the UK e-Science program, which is promoting Grid technology for science at the national level. CCLRC has a long history of international collaborations within Europe and within the world science community. CCLRC was a major participant in the EDG project, integrating the national Grids across Europe, and in its successor EGEE. and is playing a leading role in the EGEE project, with responsibility for a major Grid Operations Centre. CCLRC is also a contractor in the EGEE Related Project ISSeG.

Relevant skills and staff for the GRM project. CCLRC is one of Europe's largest multidisciplinary research support organizations and has developed considerable expertise in the analysis, design and implementation of GRID infrastructures and middleware. CCLRC operates the e-Science Centre for the UK incorporating in particular the Grid Support Centre. CCLRC has managed the grid support function for UK academic and research institutions since 2001 including user and deployment support and national services such as certification and grid information. This acitivity is highly relevant to Workpackage 4, and is the motivation for CCLRC being a partner in the GRM project. In addition to the Grid Support Centre, the e-Science Centre operates the UK LHC Tier 1 Centre and the BaBar Tier-1 Centre for the UK particle physics community, and runs the Grid Technology Group for the UK e-Science centre. These activities have given CCLRC a good insight into the practical security challenges of operating grids and integrating grids into a large existing network that has to support many other research activities.

Profiles of key participants

Philippa Strange is currently the EGEE UKI CIC (Core Infrastructure Centre) Manager with responsibility for CIC-on-duty support team and also UKI ROC Helpdesk, currently using combinations of applications including GGUS, Footprints and RT (Requestracker). She is the proposed workpackage manager for WP4 of the GRM project. She has extensive experience of development, implementation and maintenance of helpdesks for groups within CCLRC and other organisations. Previously she worked in development of data analysis and processing applications for high-output scientific data including workflow, process development and support-desk functions. Other relevant experience includes:

- Customer Care Manager and Business Operations Manager including development and management of 24/7 support function across 10 countries
- Development of Business workflow and CRM solutions which included integrating support applications based on Remedy and TeamShare products
- Project member looking at ways to audit CRM and Customer Care in companies prior to takeover using Pivotel and Siebel applications
- Project Manager for information dissemination project including hard/soft document conversion, document management system development and editorial procedures for publications of reports
- Project Manager for ISO and BSI accreditation project which included improving and standardising workflow and support procedures

Dr Andrew Richards is currently coordinator for the UK National Grid Service, chair of the UK Grid Operations Support Centre operations and leader of the CCLRC Grid Support Centre. His responsibilities currently include coordinating deployment and support of software for the UK's National Grid Service and providing user support under the EGEE/GGUS project. Dr Richards previously worked in the UK e-Science program, developing and deploying grid middleware and providing end user support. Dr Richards has extensive software development experience in modelling for 3D geological volumes. Dr. Richards will provide overall coordination and advice to WP4.

4.1.2.4 QMUL

Scientific Context Queen Mary, University of London (http://www.qmul.ac.uk/) is one of the largest colleges of the University of London, with more than 8,000 students and nearly 3,000 staff. In addition to the Faculty of Natural Sciences, which includes the Department of Physics, there are Faculties of Arts, Medicine & Dentistry, Engineering & Mathematical Sciences and Law & Social Sciences. The most recent Research Assessment Exercise confirmed Queen Mary's high standards, with more than 60% of research units achieving a rating of 5 or 5*, indicating research of national and international standing.

The Department of Physics is one of the largest in the College, having 31 faculty members, including 9 Advanced Research Fellows, some 21 research staff, about 24 Research Students and about 11 technical and support staff. The Department has a national and international reputation for research, which was highly ranked (5) by the Higher Education Funding Council in their most recent review. Research in the Department is conducted within three main Research Groups: Experimental Particle Physics, Molecular and Materials Physics and Theoretical Physics.

Role relative to EGEE-II and its RPs QMUL is a key player in GridPP, the UK Grid for Particle Physics, providing the Chair of the GridPP Collaboration Board and the project's dissemination team. GridPP is in turn a major resource for the LCG project and EGEE projects. QMUL is part of the London Tier-2 Centre (which is contributing to LCG) run by Dr Alex Martin. It hosts the QMUL e-Science High Throughput Cluster, which consists of 343 processors available to physics and other disciplines. It employs (through GridPP) a System Manager (Guiseppe Mazza) to look after hardware. During EDG QMUL employed one developer who worked on R-GMA, which is now part of EGEE.

Relevant skills and staff for the GRM project. QMUL has special responsibility for dissemination activities of GridPP. The GridPP Dissemination Officer and Events Officer are both based at QMUL and manage dissemination across the 20 institutes in the GridPP project. Responsibilities include producing the GridPP website, writing regular news items and press releases, running GridPP's presence at conferences and events, producing posters and literature, managing GridPP's meetings calendar and updating lists of publications and presentations

Profiles of key participants

Dr Sarah Pearce is the GridPP Dissemination Officer. She is the proposed workpackage manager for WP1 of the GRM project. She is a member of the GridPP Project Management Board and responsible for all dissemination activities in GridPP including overseeing the activities of the GridPP Events Officer. Dr. Pearce is proposed to be the primary responsible person for the QMUL contribution to Workpackage 1, the electronic newsletter. Dr. Pearce has extensive experience in scientific public relations. After obtaining her PhD in Space Science, Dr. Pearce worked in the UK Civil Service, including most recently as Physical Sciences and IT Adviser to the Parliamentary Office of Science and Technology. Her current responsibilities include producing regular news items and press releases for GridPP. She also manages the GridPP website, which was awarded Best UK e-Science Project Website in 2004.

Prof Stephen (Steve) Lloyd is Professor of Experimental Particle Physics at Queen Mary and Westfield College, University of London (QMUL) and Chair of GridPP (http://www.gridpp.ac.uk), the UK Grid for Particle Physics. Professor Lloyd is a member of the GridPP Project Management Board with special responsibility for UK "Tier-2" grid sites and dissemination activities. Professor Lloyd is also a member of the ATLAS Experiment at LHC where he is developing the ATLAS Software Infrastructure with special responsibility for documentation, in particular, the ATLAS "WorkBook". He is also ATLAS Top Physics Convener in the UK. He previously worked on the OPAL Experiment at CERN. Professor Lloyd will provide overall coordination of the QMUL contribution to the GRM project.

4.2. *Complementarity between participants*

The GRM project involves CERN (coordinator), INFN, CCLRC and QMUL, and the table below summarises roles and skills of participants.

Partner	Name	Proposed Role in GRM	Relevant experience and skills
CERN	Maria Rosa (Rosy) Mondardini	Project Manager	Deputy Manager of the IT Communications Team - Communications Officer at CERN for EU DataGrid , EU DataTAG, GRIDSTART and EGEE - Project Manager of the Grid Café website – Wide experience with web based multimedia productions

CERN	Katarzyna (Kasia) Pokorska	WP2 Manager	Design of various instances of the PPT tool - Responsible for all aspects of customer care as well as for the technical supervision of the 1st and 2nd line support
CERN	Brice Copy	WP3 Manager	Project planning tools to supervise and monitor large projects (LHC) - Web-based project management tools using best-of-breed java open source frameworks
CERN	Jurgen De Jonghe	Supervisor	Responsible for the implementation and support of Project Management tools at CERN
INFN	Roberto Barbera	Supervisor	Coordinator of the GENIUS portal project and of the GILDA virtual laboratory for grid dissemination activities - Coordinator of NA4 Generic Applications activities inside the EGEE Project
INFN	Giuseppina Salente	WP5 Manager	In charge for 10 years of the INFN's Dissemination Project secretariat - Realization of several multimedia - realization of INFN's journal
INFN	Alessandra Casotto	WP5 participant	Dissemination and management in EU and Italian Grid Projects - websites design and management - printed material and multimedia presentations production
CCLRC	Philippa Strange	WP4 Manager	EGEE UKI CIC Manager with responsibility for CIC-on-duty support team and also UKI ROC Helpdesk - extensive experience of development, implementation and maintenance of helpdesks
CCLRC	Andrew Richards	Supervisor	Coordinator for the UK National Grid Service, chair of the UK Grid Operations Support Centre operations and leader of the CCLRC Grid Support Centre
QMUL	Sarah Pearce	WP1 Manager	Member of the GridPP Project Management Board - Responsible for all dissemination activities in GridPP - extensive experience in scientific public relations
QMUL	Stephen (Steve) Lloyd	Supervisor	Member of the GridPP Project Management Board (Chair) with special responsibility for UK "Tier-2" grid sites and dissemination activities.

As noted earlier, CERN and INFN in particular are heavily involved in EGEE-II and in many of its RPs, Also, the UK, through various institutes that contribute to GridPP, is also actively involved in several RPs. CERN is leading EGEE-II as well as two of the Related Projects ETICS, ISSeG, and is a partner in the Related Projects Baltic Grid, DILIGENT, EELA, EUChina Grid, EUMed Grid, Health-e-Child, ICEAGE, SEE-GRID. INFN is leading the Related Projects EUChinaGrid, EUMedGrid, EELA, and BIOINFOGRID and involved in ETICS and BELIEF. CCLRC is involved in ISSeG. Based on the important role of the consortium members in EGEE-II and its Related Projects, the GRM project is effectively in a position to understand the needs of the research communities, and ensure broad implementation of the tools supported by the project. CERN and QMUL's GridPP dissemination team have worked closely on a number of Grid-communication-related events over the past two years.

4.3. *Human resources effort and requested contribution*

We provide below the rationale for the manpower required and requested contribution by the project per workpackage, and in the following section, the summary SSA Project effort forms of total expected effort and requested contribution. In general, the requested contribution covers the work of people carrying out the workpackages, for example providing support for the tools and editing articles for the newsletter. The partner institutes will cover all effort related to management of these workpackages, as well as organising the audits – this will primarily be carried out by existing staff, as well as an external audit by industry on a pro-bono basis.

4.3.1. Effort for WP1: common weekly electronic newsletter

Preparing the articles for the weekly electronic newsletter will require one full time person to gather information and drafts from EGEE-II and the various RPs, edit these and produce each issue. The profile required is a person with a science communications background and good writing and editorial skills in English. A useful reference point is the electronic newsletter, Science Grid This Week, developed for the US Grid community, which has a full-time content editor. In addition, in order to introduce new features, such as interviews and blogs, a second person will be required. This person should have a multimedia background with experience in Web-based communications. A Newsletter Advisory Committee will be set up, with representatives from the RPs, to ensure well-balanced coverage by the newsletter.

These two persons will require support and guidance, especially at the outset of the project where they may not be familiar with the Grid. This support will be provided jointly by CERN and QMUL, with QMUL providing workpackage management. The persons will also receive support from the rest of the IT Communications Team at CERN, which includes the Networking Activity Leader for EGEE-II. This close integration with EGEE-II communications is essential to ensure that all EGEE-II partners are motivated to contribute to the newsletter.

A programme of student interns is planned to assist the newsletter in obtaining high-quality stories from all the RPs. The students will be funded as an extension of a successful CERN openlab student programme, which invites both technical and communications-oriented students to work over a summer. This programme will provide two students each summer for the newsletter, and it is planned that the students will spend a significant part of their time with one of the partners in and EGEE-II region or RP, to provide good regional coverage. The selection of the students and the choice of RP for them to work with will be based on advice from the Newsletter Advisory Committee. In total, 4 student interns will take part in this effort, with responsibility shared between CERN and QMUL.

The proposed breakdown of the manpower requested is 24 man-months for CERN and 24 man-months for QMUL, covering the two persons described above. The other partners will also contribute to workpackage 1, by contributing information to the electronic newsletter, and adapting information gathering tools to the newsletter needs, where appropriate. This effort is estimated at two man-months per partner over the project duration.

Summary of effort in person months for WP1

Partners	Total Effort	Requested Effort	Unfunded (specify)
QMUL (WP manager)	30	24	6 (support and guidance at outset of project + student interns)
CERN	30	24	6 (as above)
CCLRC	2	2	0
INFN	2	0	2 (contribution to newsletter)

4.3.2. Effort for WP2: Web-based information gathering tools

It is envisaged that one support staff will be hired for WP2. This person should have or rapidly acquire a good understanding of CERN database management systems, in particular

the Foundation system that would be used to store data acquired from the tools. This person should implement the web forms necessary for entering contact information into a common contacts repository, based on existing solutions at CERN. Also, this person should interact with the team that supports the InDiCo events calendar at CERN, to ensure that EGEE-II and its RPs receive adequate support.

Simple ways of sharing information between the contacts repository and other tools, such as InDiCo and PPT, will be investigated by this person. However, this person will not do any new development of tools, which would be outside of the scope of the SSA. He/she will simply document existing options and give feedback to those teams supporting the tools, where necessary. The person should also provide documentation and support to WP5 which will train such users. Finally, during the course of the project, this person will adapt the existing webforms based on user feedback.

The person will be supervised by a workpackage manager, a person in the AIS group at CERN who can provide initial training and expert advice during the course of the project, as well as managing the workpackage administratively. This effort is estimated at 2 man months of support activities over the course of the project. In addition, the other partners will contribute 1 man month of effort each, primarily in using the tools for information gathering in their respective areas.

Summary of effort for WP2

Partners	Total Effort	Requested Effort	Unfunded (specify)
CERN (WP manager)	26	24	2 (training and expert advice)
INFN	1	0	1 (use tools for info gathering)
CCLRC	1	1	0
QMUL	1	0	1 (as above)

4.3.3. Effort for WP3: project progress tracking tool

It is envisaged that one support staff will be hired for WP3. This person should have or rapidly acquire a good understanding of the Project Progress Tracking (PPT) tool used for EGEE. This person should adapt the forms necessary for entering data using this tool to the needs of the RPs. The staged approach to implementing PPT amongst the RPs, starting with CERN-coordinated RPs and then INFN-coordinated RPs, means that this person should be able to support individual RPs through the early stages of use of the tools.

The WP3 hire should interact with the WP2 staff, to facilitate sharing of information between the various tools supported by the GRM project. However, this person will not do any new development of PPT, which would be outside of the scope of the SSA. The person should also provide documentation and support to WP5 which will train such users. Finally, during the course of the project, this person will adapt the existing PPT forms based on user feedback.

The person will be supervised by a workpackage manager, a person in the AIS group at CERN who can provide initial training and expert advice during the course of the project, as well as managing the workpackage administratively. This effort is estimated at two man months of support activities over the course of the project. In addition, the other partners will

contribute 1 man month of effort each, primarily in using the PPT tool for information gathering in their respective areas.

Summary of effort for WP3

Partners	Total Effort	Requested Effort	Unfunded (specify)
CERN (WP manager)	26	24	2 (training and expert advice)
INFN	1	0	1 (use PPT for info gathering)
CCLRC	1	1	0
QMUL	1	0	1 (as above)

4.3.4. Effort in person-months for WP4: Web-services-based tools to assist help system access

It is envisaged that two support staff will be hired for WP4. One of these persons should have or rapidly acquire a good understanding of tools related to Helpdesk interoperation, including the EGEE-II specific tool Global Grid User Support (GGUS), as well as commercial tools such as Footprints and RT (Requestracker). The person should have the necessary programming skills to be able to adapt these tools where necessary to the requirements of various RPs for access from local help systems to GGUS.

The second WP4 hire should be able to develop an architectural overview of the various Helpdesk solutions and propose a comprehensive strategy for facilitating access of RPs to EGEE-II help systems. The person should be able to interact with groups responsible for the various Helpdesks in RPs and associated tools, in order to extract user requirements and develop pragmatic strategies for improving access to Grid help systems. This person will work closely with the person adapting the tools, to provide guidance and prioritise work.

The combined effort of the two persons for the Helpdesk work is 40 man months, and it is envisaged that they will also contribute to liaison with other workpackages. In addition, the other partners will contribute 1 man month of effort each, primarily in integrating feedback from Helpdesk users in their own respective areas.

Summary of effort for WP4

Partners	Total Effort	Requested Effort	Unfunded (specify)
CCLRC (WP manager)	40	40	0
INFN	1	0	1 (integrate feedback from Helpdesk)
CERN	1	0	1 (as above)
QMUL	1	0	1 (as above)

4.3.5. Effort in person-months for WP5: Effective implementation of the communication tools

It is envisaged that two support staff will be hired for WP5. One of these persons should be able to develop training course suitable for persons in EGEE-II and its RPs who are primary users of the communication and information gathering tools supported by the project. These are primarily administrators and workpackage managers in the RPs, as well as communications staff. The training course will cover use of PPT, InDiCo and the contact repository. The course will be designed as a stand-alone training module, and will be offered to the INFN-coordinated RPs and then later to other RPs. (The CERN RPs will receive support and training directly from WP2 and WP3 staff at CERN; WP4 will provide support and training directly, since this is highly specific to helpdesk operators).

The second WP5 hire should be able to prepare suitable documentation and training material for the WP5 activity, including flyers, simple instruction manuals and web-based information. The person should have good writing skills and some relevant background in producing didactic educational material, as well as relevant IT ability for developing web-based training material.

The two persons will be supervised by a workpackage manager, who will provide liaison with overall training programme of EGEE-II, and with the INFN-coordinated RPs This effort is estimated at three man months. In addition, the other partners will contribute 1 man month of effort each, primarily in supporting the work of WP5 with expert knowledge on the tools, as well as promoting the efforts of WP5 through the newsletter.

Summary of effort for WP5

Partners	Total Effort	Requested Effort	Unfunded (specify)
INFN (WP manager)	51	48	3 (liaison with EGEE-II training, INFN coordinated RPs)
CCLRC	1	1	0
CERN	1	0	1 (support and dissemination)
QMUL	1	0	1 (as above)

4.3.6. Effort in person-months for WP6: Project management

The project management workpackage has a different character from the others. The consortium puts considerable emphasis on professional management of the workpackages and the project as a whole, as evidenced by the highly experienced persons proposed for management positions in the project.

The key deliverables for this workpackage consist of preparing a series of documents – GRM audits – that will both review current status of communications and information gathering tools in EGEE-II and its RPs, and provide feedback on opportunities for improvement of these tools.

Two of these audits will be carried out internally by the partners, the first after initial deployment of the tools, the second after a cycle in which feedback from users is incorporated in the tools. The third audit, by an external consultant from a major IT company, will serve as

an overall review of the project tools and impact, from the point of view of commercial Customer Relationship Manager. This audit will provide EGEE-II and its successor project or organisation with valuable feedback with which tools to retain or possibly replace or complement with other commercial or open source tools. The consultant is expected to review the project on a pro bono basis, for the insight that this may provide into how such large projects handle their communication and information gathering.

The effort for the internal audits is estimated at 1 man month per partner (4 man months for CERN). The rest of the management effort is dedicated to overall workpackage and project management.

Summary of effort for WP6

Partners	Total Effort	Requested Effort	Unfunded (specify)
CERN (WP manager)	18	9	9 (project management and audits)
CCLRC	3	3	0
INFN	3	0	3 (project management and audits)
QMUL	2	0	2 (as above)

4.4. *GRM SSA Project Effort Form – Total Expected effort*

Figures quoted are for full duration of project, in person-months.

		CERN	INFN	CCLRC	QMUL	TOTAL Participant
Support activities						
WP1	Newsletter	30	2	2	30	64
WP2	Web tools	26	1	1	1	29
WP3	PPT	26	1	1	1	29
WP4	Help access	1	1	40	1	43
WP5	Training	1	51	1	1	54
Total support activities		84	56	45	34	219
Management activities						
WP6	Management	18	3	3	2	26
Total management activities		18	3	3	2	26
TOTAL ACTIVITIES		102	59	48	36	245

4.5. *GRM SSA Project Effort Form - Requested Contribution*

Figures quoted are for full duration of project, in person-months.

		CERN	INFN	CCLRC	QMUL	TOTAL Participant
Support activities						
WP1	Newsletter	24	0	2	24	50
WP2	Web tools	24	0	1	0	25
WP3	PPT	24	0	1	0	25
WP4	Help access	0	0	40	0	40
WP5	Training	0	48	1	0	49
Total support activities		72	48	45	24	189
Management activities						
WP6	Management	9	0	3	0	12
Total management activities		9	0	3	0	12
TOTAL ACTIVITIES		81	48	48	24	201

Financial effort and requested contribution

The following tables provide the total cost and the requested contribution per participant and per workpackage. These total costs include the Direct Costs (Manpower costs and additional costs for travel, computer equipment for new staff as appropriate, etc.) as well as the Indirect Costs (for both FC and AC cost models, a flat rate of 20% of all the direct costs).

4.6. *GRM SSA Project Effort Form - Total Expected budget in €*

		CERN	INFN	CCLRC	QMUL	TOTAL Participant
Support activities						
WP1	Newsletter	279000	9666	16000	200100	504766
WP2	Web tools	241800	4833	8000	6670	261303
WP3	PPT	241800	4833	8000	6670	261303
WP4	Help access	9300	4833	320000	6670	340803
WP5	Training	29300	246483	8000	6670	290453
Total support activities		801200	270648	360000	226780	1658628
Management activities						
WP6	Management	167400	14499	24000	13340	219239
Total management activities		167400	14499	24000	13340	219239
TOTAL ACTIVITIES		968600	285147	384000	240120	1877867

4.7. *GRM SSA Project Effort Form - Requested Contribution in €*

		CERN	INFN	CCLRC	QMUL	TOTAL Participant
Support activities						
WP1	Newsletter	223200	0	16000	160080	399280
WP2	Web tools	223200	0	8000	0	231200
WP3	PPT	223200	0	8000	0	231200
WP4	Help access	0	0	320000	0	320000
WP5	Training	20000	231984	8000	0	259984
Total support activities		689600	231984	360000	160080	1441664
Management activities						
WP6	Management	83700	0	24000	0	107700
Total management activities		83700	0	24000	0	107700
TOTAL ACTIVITIES		773300	231984	384000	160080	1549364

4.8. *Mobilisation of Critical Mass*

In the context of the GRM project, the most important critical mass issue is that of ensuring that enough EGEE Related Projects become users of the tools that the GRM project is supporting. This in turn depends on the perceived benefits, reliability and ease-of-use of the tools. The staged launch of the tools – starting first with CERN-coordinated projects, then INFN-coordinated projects and finally other EGEE Related Projects, provides a suitably cautious approach to achieving critical mass, which minimises possible negative impact of early problems that may arise with the adaptation of the tools to RP needs.

In the specific case of the electronic newsletter, a further critical mass issue is ensuring contributions of sufficient frequency and quality from all the RPs to the newsletter. The GRM Project Manager will have to spend an appreciable effort on building strong relationships with the various RP managers and their communications staff. In the case of EGEE-II itself, the fact that the GRM Project Manager is in the same unit at CERN as the coordinator of the EGEE-II communications and dissemination activity (NA2) provides an excellent bridge to the many communications officers in the EGEE-II federations. For the RPs, the fact that at least one of the GRM partners, CERN, INFN or CCLRC, is involved in each RP, and seven of the RPs are coordinated by either INFN or CERN, provides some insurance that a significant fraction of the RPs will be highly motivated to contribute to the newsletter. Of course, ultimately, the quality of the newsletter itself will be a determining faction in achieving a critical mass of readership and hence contributors.

4.9. *Financial Plan Risk Analysis*

The GRM project depends on a significant amount of management effort that is covered entirely by the partner institutions. The fact that the Project Manager is not fully funded for all management effort can present a risk, in the sense that the manager will be required to spend time on other tasks, which may conflict with her role in the project. The same is true, to a lesser extent, for the unfunded contributions of the workpackage managers. The project relies on the management of the participating institutions to ensure sufficient time is allotted to these persons in their workplans to cope with the project demands.

Travel costs, in particular for WP5, could be significant, in order to provide high quality training and support to projects using the tools. At present there is no explicit scope in the budget for extra travel costs. This will require careful budget balancing on the part of the Project Manager to avoid cost overruns.

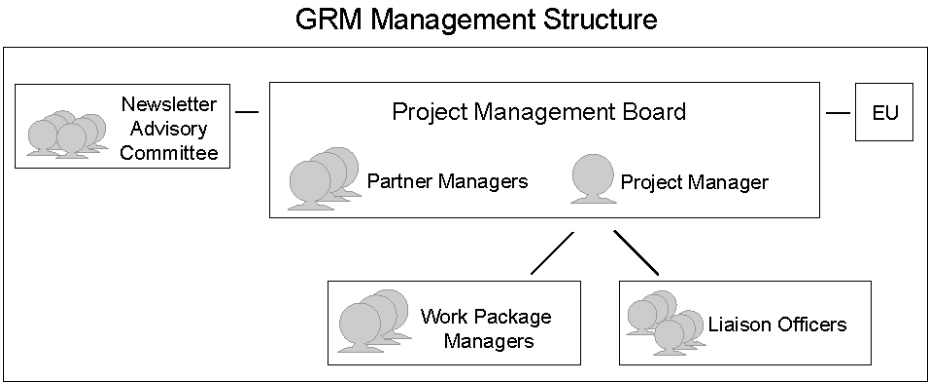
As usual with a technical project of this nature, finding qualified persons at short notice to achieve the goals of the project is challenging, and in some cases it may be necessary to choose a more senior person, with real costs then exceeding those budgeted. The hope is that on average, over the project, such fluctuations will average out.

5. Project Management

The project management of GRM will be organized with the following structure:

- A **Project Manager,** with overall project responsibility.
- **Partner Managers**, representative from each partner and responsible for all partner's contributions to the project
- **Work Package Managers**, responsible for coordinating the activity of each individual WP
- A **Project Management Board**, representing all partners and chaired by the Project Manager.
- **Liaison Officers,** representing projects associated with EGEE-II.

A specific component, a **Newsletter Advisory Committee**, will address the specific needs of WP1.



5.1. *Project Manager (PM)*

The PM, nominated by the coordinating partner, will be responsible for the overall project management. This includes:

- Ensure the effective advancement of the project, gathering progress updates from the Work Package Managers on project activities with respect to expected technical achievements, results, schedule, and resources
- Organize the collection, control and release of deliverables and cost statements
- Ensure day-to-day management of the project
- Act as convenor of the Project Management Board
- Take decisions to resolve conflicts in cases where the Project Board cannot reach a consensus
- Liaise with the European Commission.
- Liaise with the other EGEE-related projects (via liaison officers)

The PM will report to the Project Management Board.

5.2. *Partner managers*

The partner managers will respectively coordinate the administrative/management aspects and the technical aspect of the contribution to the project of their organization.

5.3. *Work Package Managers (WPM)*

The Work Package Managers will be responsible for the activities of their own WP, coordinating partner contributions and ensuring a regular communication and reporting between the WP and the PMB.
The Work Package Managers will generate quarterly progress reports, indicating the progress made in each task and the resources consumed. Progress will be reported with respect to the project working plan, and in case of discrepancies each manager has primary responsibility for corrective actions.

5.4. *Project Management Board (PMB)*

The PMB will address financial, budgetary and technical issues and harmonise and track work activities, the quality of the deliverables and deadlines. The PMB is composed of all Partner Managers and the PM, and chaired by an elected chairman to be appointed each year.

More precisely, the PMB will:

- Deal with managerial issues, addressing strategic and contractual decisions concerning the project
- Assesses project progresses (quarterly), overseeing the activity of all WPs and keeping under control the timely delivery of Work Packages outcomes
- Check that the resources spent are used consistently with the objectives of the work plan
- Try and reach consensus to resolve conflicts

The PMB will meet quarterly, in conjunction with project workshops/events to minimize travel expenditure. Additional meetings may be convened at any other appropriate time throughout the project duration, if necessary. As appropriate, external members (WPMs or LOs) may be invited to join meetings for particular items of the agenda.

5.5. *Liaison Officers (LO)*

The PM is responsible for the liaison with the projects associated with EGEE-II and other relevant European Grid-projects, as well as with some national Grid initiatives. This function will be facilitated by the appointment of LO in each associated project.

LOs will ensure regular contact between their project and the PBM and will coordinate project’s contributions to common efforts.

Specific funding for a kick-off meeting of the LOs, to ensure good coordination with RPs from the outset, is budgeted in WP5.

5.6. *Newsletter Advisory Committee (NAC)*

The NAC will supervise the content of the electronic newsletter to ensure a balanced representation of all associated projects and stimulate the contribution of up-to-date information. The committee will include the WP1 Manager and a representative from EGEE-II and each associated project. This committee will also advise about the placement of the student interns in the RPs.

5.7. *Manpower for LO and NAC effort*

It is envisaged that the Liaison Officers and Newsletter Advisory Committee members will be drawn primarily from the management and communication activities of the RPs, since these are the principal beneficiaries of the communication and information gathering tools supported by the GRM project. Clearly, since many RPs have been launched before the conception of the GRM project, they do not have dedicated manpower for these roles in their current programme of work.

This manpower will be established once the GRM project is accepted, through a process of consultation. This applies to RP proposals concurrent with the GRM proposal, as well as EGEE-II. While these roles represent a significant effort - of order of two man weeks per RP over the two years, the benefits of using the tools, in terms of efficiency for management activities and support for broad dissemination of results, should more than compensate for this coordination effort. This is the guiding principle of the GRM SSA.

The letters of support in the Appendix to this proposal from seven RPs, based on a preliminary version of the proposal we circulated to them, indicate that there is considerable support to ensure that the coordination between GRM and the RPs will work.

5.8. *Plan for management of knowledge*

There will be two internal GRM audits, carried out by the partners. The first will focus on establishing a baseline of the existing practice in the projects and the proposed functionality of the tools being introduced by the GRM project. The second internal audit focuses on assessing the satisfaction of EGEE-II and PRs using the GRM tools, and the perceived impact of the tools on more effective use of resources in these projects. This second audit will integrate results from a revision of the tools. There will also be an external audit, supervised by one of the partners, where one or more leading IT companies will be invited to assess the effectiveness of the GRM project tools in achieving their stated goal of accelerating the rate of uptake of Grid technology by science and industry. The GRM Audits, which are a key objective of the project, will play an important role in providing quantitative and qualitative information for project assessment purposes. They will also constitute a documented base of knowledge developed by the project.

5.9. *Plan for Intellectual Property and other activities arising from the project*

The project does not involve the development of any new software, so there are no specific IPR issues. As far as existing software that will be used by the project, tools such as the Project Progress Tracking tool, which is based on commercial sub-components, will be hosted free of charge at CERN, with instances of the tool created and maintained at CERN, so no licensing issues related to CERN IPR arise. InDiCo is open source software.

6. Workplan

6.1. *Workplan Introduction and Methodology*

Schematic information on each WP is given below in the form of a Workplan Structure, a Workplan Timeline Diagram, Workplan Interdependencies Diagram, a Workpackage List, a Deliverables List and individual Workpackage Summary Tables. The section concludes with a Risk Analysis including contingency plans.

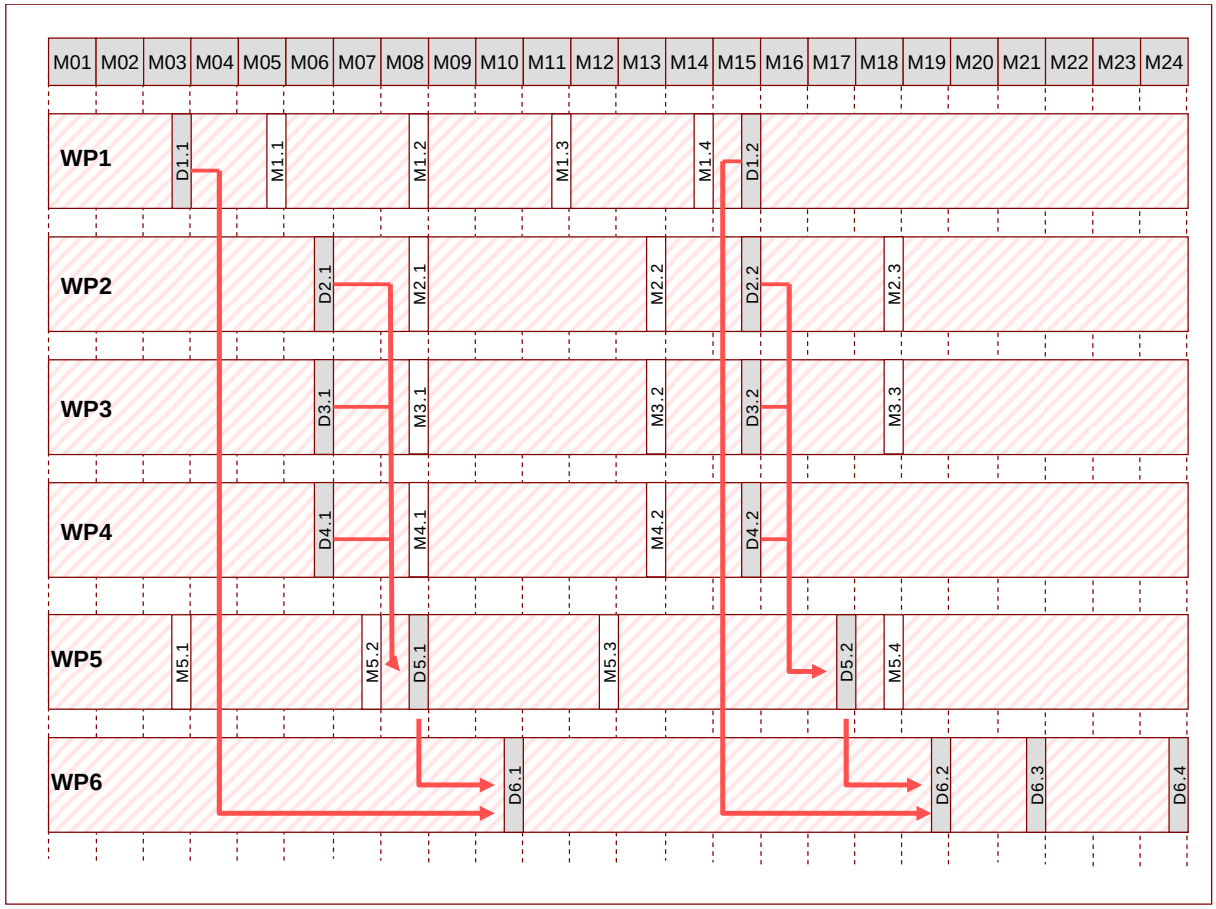
6.2. *Workplan Structure*

The structure of the workplan can be summarised by the list of milestones that the contributing worpackages aim to achieve.

WP1	**Common weekly electronic newsletter**
M1.1	Introduce User feedback feature
M1.2	Introduce common events calendar feature
M1.3	Introduce discussion blogs
M1.4	Introduce webcast interviews in newsletter
WP2	**Set of Web-based information management tools**
M2.1	EGEE-II RPs where CERN is coordinator are using events calendar and web forms for project conferences, workshops, related national events, etc
M2.2	Several EGEE-II RPs where INFN is coordinator are using events calendar and web forms
M2.3	At least one other EGEE-II RP is using events calendar and web forms
WP3	**Project progress tracking tool**
M3.1	EGEE-II RPs where CERN is coordinator are using PPT
M3.2	Several EGEE-II RPs where INFN is coordinator are using PPT
M3.3	At least one other EGEE-II RP is using PPT
WP4	**Web-services-based tools to assist help system access**
M4.1	At least one RP helpdesk using web services interfaces.
M4.2	Helpdesks in at least two RPs using web services interface routinely
WP5	**Effective implementation of the communication tools**
M5.1	Meeting of Liaison Officers
M5.2	Complete training in using tools for CERN-coordinated RPs
M5.3	Complete training in using tools for several INFN-coordinated RPs
M5.4	Complete training for at least one other RP
WP6	**Grid Relationship Management and audits**

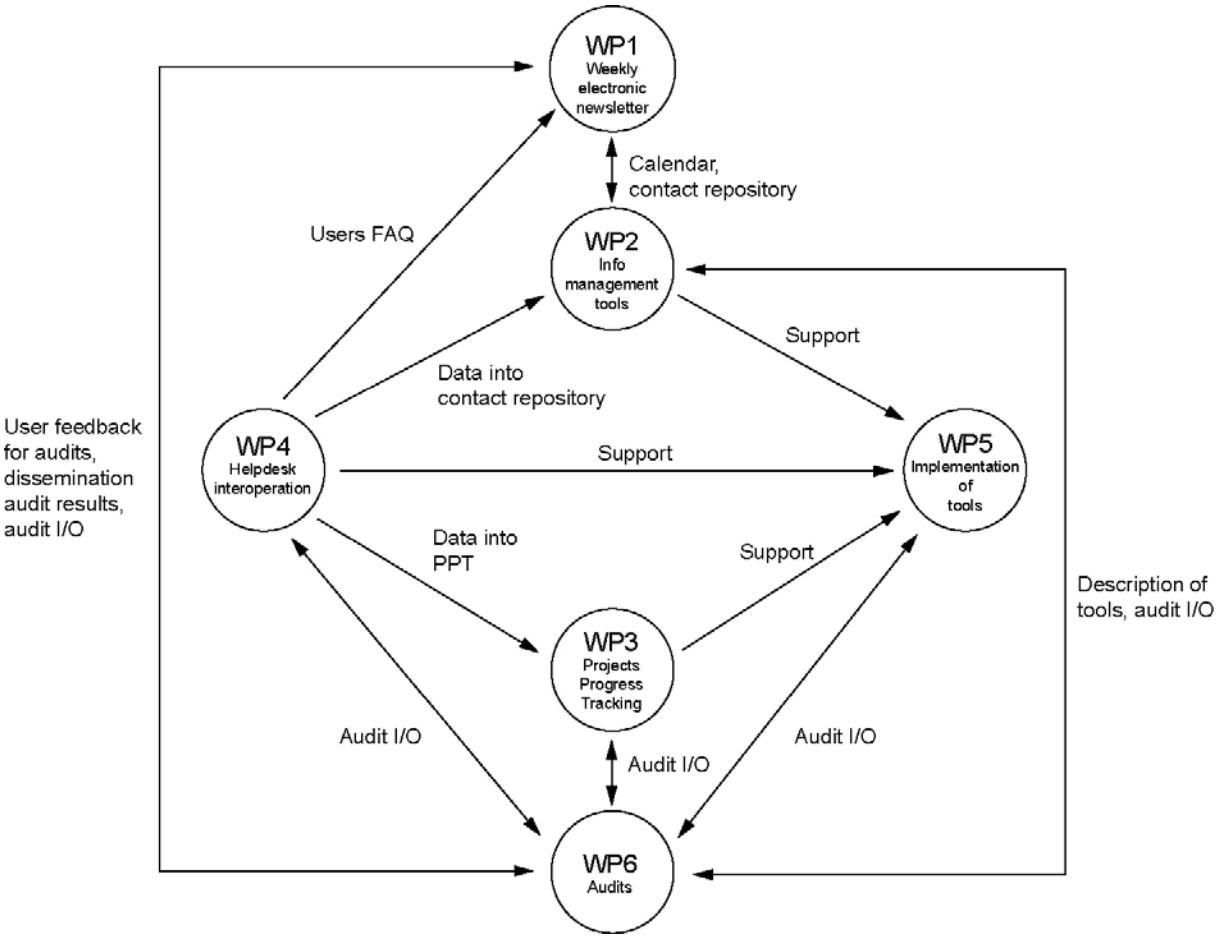
6.3. *Workplan Timeline Diagram*

This Diagram shows the various deliverables and milestones on a timeline, indicating in particular how certain deliverables contribute to others. The deliverables are staged so that results from the workpackages related to providing specific communication and information gathering tools (WP1-WP4) feed into the training and dissemination efforts of WP5, and this in turn provides input for the internal audits (WP6)



6.4. *Workplan Interdependencies Diagram*

The diagram below illustrates the main interdependencies between the six workpackages of the GRM project. Arrow titles indicate the type of interdependency.



Workplan Timeline Diagram

Work package list (full duration of project)

Work package No[1]	Work package title	Lead contractor No[2]	Person-months[3]	Start month[4]	End month[5]	Deliverable No[6]
WP1	Common weekly electronic newsletter	1	64	PM1	PM24	D1.1 D1.2
WP2	Set of Web-based information management tools	1	29	PM1	PM24	D2.1 D2.2
WP3	Project progress tracking tool	1	29	PM1	PM24	D3.1 D3.2
WP4	Web-services-based tools to assist help system access	3	43	PM1	PM24	D4.1 D4.2
WP5	Effective implementation of the communication tools	2	54	PM1	PM24	D5.1 D5.2
WP6	Grid Relationship Management audits	3	26	PM1	PM24	D6.1 D6.2 D6.3 D6.4
	TOTAL		245			

[1] Workpackage number: WP 1 – WP n.
[2] Number of the contractor leading the work in this workpackage.
[3] The total number of person-months allocated to each workpackage.
[4] Relative start date for the work in the specific workpackages, month 0 marking the start of the project, and all other start dates being relative to this start date.
[5] Relative end date, month 0 marking the start of the project, and all ends dates being relative to this start date.
[6] Deliverable number: Number for the deliverable(s)/result(s) mentioned in the workpackage: D1 - Dn.

6.5. *Deliverables list*

The list below summarises the deliverables for the contributing workpackages, in chronological order. As a guiding principle, we attempt to limit the number of deliverables near the start of the project, since new persons usually need time to get up to speed in their area of work. This has to be balanced, however, with the fact that the usefulness of the GRM project depends on an early uptake of the technology by at least some of the RPs.

Deliverable No[7]	Activity No[8]	Deliverable title	Delivery date [9]	Nature [10]	Dissemination level [11]
D1.1	1	First issue of the common weekly newsletter	M03	O*	PU
D2.1	2	Web form for entering contact information	M06	O*	PU
D3.1	3	PPT forms for Related Projects	M06	O*	PU
D4.1	4	Web services interface for at least one category of helpdesk communication.	M06	O*	PU
D5.1	5	Dissemination and training material for communication and information gathering tools	M08	D	PU
D6.1	6	First internal audit of GRM tools	M10	R	PP
D1.2	1	52nd issue of common weekly electronic newsletter	M15	O*	PU
D2.2	2	Revised web forms for Related Projects	M15	O*	PU
D3.2	3	At least one other EGEE-II RP is using PPT	M15	O*	PU
D4.2	4	Revised web services interface based on user feedback	M15	O*	PU
D5.2	5	Revised dissemination and training material for communication and information gathering tools	M17	O*	PU
D6.2	6	Second internal audit of GRM tools	M19	R	PP
D6.3	6	External audit of GRM tools	M21	R	PP
D6.4	6	Final project report	M24	R	PU

* Deliverables which are "web based" pages or form, available and to be consulted online.

[7] Deliverable numbers in order of delivery dates: D1 – Dn
[8] Activity that will produce this Deliverable
[9] Month in which the deliverables will be available. Month 0 marking the start of the project, and all delivery dates being relative to this start date.
[10] Please indicate the nature of the deliverable using one of the following codes: **R** = Report **P** = Prototype **D** = Demonstrator **O** = Other
[11] Please indicate the dissemination level using one of the following codes: **PU** = Public **PP** = Restricted to other programme participants (including the Commission Services). **RE** = Restricted to a group specified by the

6.6. *Workpackage summary tables*

Workpackage number :	1	**Start date or starting event:**		M01
Participant:	CERN	INFN	CCLRC	QMUL
Expected Budget per Participant:	279000	9666	16000	200100
Requested Contribution per Participant:	223200	0	16000	160080

Objectives

The objective of WP1 is to produce and publish an e-newsletter, and make it a core part of the communication between projects, with the user community, and with the wider public.

Description of work

This will be done producing a weekly newsletter and providing a professional graphical layout that can be embedded in an email yet easily scanned – in the manner of a newspaper - by different interest groups. Also, the latest approaches to Web-based communications will be implemented, such as embedded webcast interviews, discussion forums, Wiki pages and blogs, to better reflect the cutting-edge nature of Grid technology, and entice a wider audience to read it.

Deliverables

D1.1	First issue of the common weekly newsletter	M03
D1.2	52nd issue of common weekly electronic newsletter	M15

Milestones and expected result

M1.1	Introduce User feedback feature	M05
M1.2	Introduce common events calendar feature	M08
M1.3	More Introduce discussion blogs	M11
M1.4	Introduce webcast interviews in newsletter	M14

Justification of financing requested

The proposed breakdown of the manpower requested is 24 man-months for CERN and 24 man-months for QMUL, covering two persons. Preparing the articles for the weekly electronic newsletter will require one full time person to gather information and drafts from EGEE-II and the various PRs, edit these and produce each issue. In addition, in order to introduce new features, such as webcasts and blogs, a second person will be required. Two man-months are requested for the other partners to contribute information to the electronic newsletter.

consortium (including the Commission Services). **CO** = Confidential, only for members of the consortium (including the Commission Services).

Workpackage number :	2	**Start date or starting event:**		M01
Participant:	CERN	INFN	CCLRC	QMUL
Expected Budget per Participant:	241800	4833	8000	6670
Requested Contribution per Participant:	223200	0	8000	0

Objectives

WP2 will evaluate different existing software solutions for several aspects of project management (event calendar, contacts repository, data bases) and recommend and support the most well adapted to the needs of EGEE-II and its RPs.

Description of work

The WP2 will prepare a simple, general purpose web form for use by EGEE-II and RPs for entering contact data. It will disseminate information and provide training about the events calendar and contact repository to the RPs, in order to assist them in adopting these solutions, starting with the CERN-coordinated and INFN-coordinated RPs. For the event calendar, the InDiCo system, developed for an EU project of the same name and successfully used by EGEE for conference planning, will be supported for wider use by all RPs. WP2 will also provide support to RPs that use the tools, and adapt them to evolving user needs, based on user feedback.

Deliverables

D2.1 Web form for entering contact information	M06
D2.2 Revised web forms for Related Projects	M15

Milestones and expected result

M2.1 EGEE-II RPs where CERN is coordinator are using events calendar and web forms for project conferences, workshops, related national events, etc.	M08
M2.2 EGEE-II RPs where CERN is coordinator are using events calendar and web forms	M13
M2.3 At least one other EGEE-II RP is using events calendar and web forms	M18

Justification of financing requested

It is requested that one support staff will be hired for WP2. This person should rapidly acquire a good understanding of CERN database management systems and implement the web forms necessary for entering contact information into a common contacts repository, based on existing solutions at CERN. Also, he/she will interact with the team that supports the InDiCo events calendar at CERN, to ensure that EGEE-II and its RPs receive adequate support. One man-month is requested for the other partners for information gathering on the use of the tools in their area.

Workpackage number :	3	**Start date or starting event:**		M01
Participant:	CERN	INFN	CCLRC	QMUL
Expected Budget per Participant:	241800	4833	8000	6670
Requested Contribution per Participant:	223200	0	8000	0

Objectives

Building on experience in EGEE, a tool called Project Progress Tracking (PPT), developed at CERN, will be used to ensure effort consumption can be recorded easily by EGEE-II and its RPs. WP3 will provide support to RPs using the PPT and extend its functionality in order to track the activities of Grid infrastructure users.

Description of work

Within WP3, the PPT tool will be supported for all projects related to EGEE, and its functionality will be extended in order to track the activities of Grid infrastructure users (participation in training, activity on testbeds, contribution of resources etc). WP3 will disseminate information and provide training about PPT to the RPs, starting with the CERN-coordinated and INFN-coordinated ones. The scenario to support RP's is to host their instances at CERN.

Deliverables

D3.1	PPT forms for Related Projects	M06
D3.2	At least one other EGEE-II RP is using PPT	M15

Milestones and expected result

M3.1	EGEE-II RPs where CERN is coordinator are using PPT	M08
M3.2	Several EGEE-II RPs where INFN is coordinator are using PPT	M13
M3.3	At least one other EGEE-II RP is using PPT	M18

Justification of financing requested

It is requested that one support staff will be hired for WP3. This person should have or rapidly acquire a good understanding of the Project Progress Tracking (PPT) tool used for EGEE. This person should adapt the forms necessary for entering data using this tool to the needs of the RPs and be able to support individual RPs through the early stages of use of the tools. The person should also provide documentation and support to WP5 which will train such users and, during the course of the project, he will adapt the existing PPT forms based on user feedback. One man-month is requested for the other partners for information gathering on the use of PPT in their area.

Workpackage number :	4	**Start date or starting event:**		M01
Participant:	CERN	INFN	CCLRC	QMUL
Expected Budget per Participant:	9300	4833	320000	6670
Requested Contribution per Participant:	0	0	320000	0

Objectives

The objectives of WP4 is to provide a Web-Services-based communication tool that will facilitate, in a project-agnostic way, communication between the helpdesks of RPs and helpdesk systems such as GGUS

Description of work

With the Web-Services-based communication tool between helpdesks, a user from an RP will be able to contact a local helpdesk and have his query forwarded seamlessly to, for example, GGUS. The answer will come back via the user's initial point of contact, but with enough information for the user to trace the origin of the response, for possible future reference. Also, relevant information about usage of the tool will be shared with other communication tools, such as PPT for the user's Virtual Organisation, and the newsletter.

Deliverables

D4.1	Web services interface for at least one category of helpdesk communication.	M06
D4.2	Revised web services interface based on user feedback	M15

Milestones and expected result

M4.1	At least one helpdesk using web services interfaces routinely	M06
M4.2	Helpdesks in at least two EGEE federations using web services interface routinely	M08

Justification of financing requested

It is requested that two support staff will be hired for WP4. One of these persons should have or rapidly acquire a good understanding of tools related to Helpdesk interoperation, and have the necessary programming skills to be able to adapt these tools where necessary. The second WP4 hire should be able to develop an architectural overview of the various Helpdesks and propose a comprehensive strategy for improving interoperation. One man-month is requested for the other partners to integrate feedback from helpdesk users in their own respective areas.

Workpackage number :	5	**Start date or starting event:**		M01
Participant:	CERN	INFN	CCLRC	QMUL
Expected Budget per Participant:	29300	246483	8000	6670
Requested Contribution per Participant:	20000	231984	8000	0

Objectives

The objective of WP5 is the implementation of the communication tools across the partner projects.

Description of work

Implementation of the communication tools across the partner projects requires obtaining consensus on their use with RP managements, and preparing dissemination and training material for the RPs in close consultation with those supporting the tools. The plan is to start with the CERN-coordinated and INFN coordinated RPs, and then support other RPs, as far as time and manpower permits. WP5 will implement Web-based training tools, which provide a scalable approach to future training needs. Further, this activity will continuously monitor user satisfaction, as well as integrate the feedback from the GRM audits, and communicate suggestions for technical improvements to the persons supporting the tools.

Deliverables

D5.1	Dissemination and training material for communication and information gathering Tools	M08
D5.2	Revised dissemination and training material for communication and information gathering tools	M17

Milestones and expected result

M5.1	Meeting of Liaison Officers	M03
M5.2	Complete training in using tools for CERN-coordinated RPs	M07
M5.3	Complete training in using tools for several INFN-coordinated RPs	M12
M5.4	Complete training for at least one other RP	M17

Justification of financing requested

It is requested that two support staff will be hired for WP5. One of these persons should be able to develop training course suitable for persons in EGEE-II and its RPs who are primary users of the communication and information gathering tools supported by the project. The second WP5 hire should be able to prepare suitable documentation and training material for the WP5 activity. One man-month is requested for the other partners to support the work of WP5 with expert knowledge on the tools, as well as promote the efforts of WP5 through the newsletter.

Funding for an initial meeting of the Liaison Officers of the PRs is also requested.

Workpackage number:	6	**Start date or starting event:**		M01
Participant:	CERN	INFN	CCLRC	QMUL
Expected Budget per Participant:	167400	14499	24000	13340
Requested Contribution per Participant:	83700	0	24000	0

Objectives

WP6 will ensure the effective coordination and running of the project, manage activities and monitor progresses. To this scope, it will conduct a series of "GRM Audits", to assess the appropriateness and effectiveness of the communication tools used in the project.

Description of work

WP6 will run set up and run the project management structure, taking care of all coordination activities (organization of meetings, budget and progress control, resolution of conflicts, liaison with associated projects via appointed liaison officers). In addition, WP6 will carry out two internal and one external audits. The first internal will focus on establishing a baseline of the existing practice in the projects and the proposed functionality of the tools being introduced by the GRM project. The second internal audit will focus on assessing the satisfaction of EGEE-II and PRs using the GRM tools, and the perceived impact of the tools on more effective use of resources in these projects. This second audit will integrate results from a revision of the tools. For the external audit, supervised by one of the partners, one or more leading IT companies will be invited to assess the effectiveness of the GRM project tools in achieving their stated goal of accelerating the rate of uptake of Grid technology by science and industry. Prior experience at CERN shows that leading IT companies will carry out such evaluations on a pro bono basis, for the insight that projects such as EGEE can provide on future business trends in CRM.

Deliverables

D6.1	First internal audit of GRM tools	M10
D6.2	Second internal audit of GRM tools	M19
D6.3	External audit of GRM tools	M21
D6.4	Final project report	M24

Milestones and expected result

Justification of financing requested

Funding is requested to partially cover the management effort of the project, and of WP6. Also funding is requested for one partner who is FC, to cover their management costs. The effort for the internal audits is estimated at 1 man month per partner (4 man months for CERN). The rest of the management effort is dedicated to overall workpackage and project management.

6.7. *Risk Assessment*

Building on the analyses of sections 3.5 and 4.10, we can summarise the four main perceived risks for the GRM project as follows:

1) Dependency on limited number of individuals. This is a small project with limited manpower in each workpackage. The challenge of finding appropriate persons to carry out the work, at the start of the project – and the associated risk of hiring unproductive ones – represent significant risks when key deliverables depend on single persons in most cases. This risk is minimised by appropriate choice of workpackage managers with sufficient experience to select appropriate candidates.

2) Dependency on unfunded management effort. The GRM project depends on a significant amount of management effort that is covered entirely by the partner institutions. The lack of a fully funded Project Manager can present a risk, in the sense that the manager will be required to spend time on other tasks, which may conflict with her role in the project. The same is true, to a lesser extent, for the unfunded contributions of the workpackage managers and other administrative roles in the project. The project relies on the management of the participating institutions to ensure sufficient time is allotted to these persons in their workplans to cope with the project demands.

3) Coordination risk. As in all European-wide projects there is the risk of insufficient coordination between the partners. Another risk is associated with coordination the information flow from and to all RPs. To safeguard against this risk, Liaison Officers will be appointed in all RPs who will be in regular contact with the Project Manager.

4) Implementation risk. There is a risk that the RPs fail to implement the tools provided by the GRM project, or that they do not implement them rapidly enough to be useful in term of coordinating efforts. This risk is minimized by establishing a detailed dissemination plan and adequate support to the projects for the new tools.

7. Other Issues

7.1. *Ethical Issues*

There are no ethical issues associated with this proposal, as defined in Tables A and B of the Guide for Proposers, reproduced below. In particular, no personal data will be collected or shared, only professional data related to project performance, calendar of events, professional contacts, and publications of official news in the newsletter.

7.1.1. Ethical issues checklist Table A

Does your proposed research raise sensitive ethical questions related to:	**YES**	**NO**
Human beings		X
Human biological samples		X

Personal data (whether identified by name or not)		X
Genetic information		X
Animals		X

7.1.2. Ethical issue checklist Table B

Research activity aimed at human cloning for reproductive purposes,

Research activity intended to modify the genetic heritage of human beings which could make such changes heritable.

Research activity intended to create human embryos solely for the purpose of research or for the purpose of stem cell procurement, including by means of somatic cell nuclear transfer.

	YES	**NO**
Confirmation : the proposed research involves none of the issues listed above	X	

7.2. *Gender issues*

Equal opportunities in general and gender dimension in particular are addressed at policy level by all participants in the project. GRM contributes to addressing gender issues at the practical level. The Project Manager is a woman, and five of the six workpackage managers are women. By giving women a prominent place in terms of number and responsibilities, the project can contribute not only to the promotion of women in science and technology in general, but also to the progressive recognition of women as managers, in particular in fields like IT, generally dominated by men.

7.3. *Policy issues*

With the appointment of a Commissioner for Institutional Relations and for Communication Strategy in 2004, the EC expressed a clear interest in strengthening communications activities in order to contribute to a more positive image of the EC's role and activities. The impact of the recent referenda on the European Constitution only underlines the importance for improved communication. A key factor in enhancing the image of the EC is to be able to communicate concrete examples of European collaboration producing results that are world-leading in their nature, and that illustrate the benefits of Europeans working together.

Europe currently has an exceptional position in the deployment of Grids for science, thanks in large part to the EC funding of EGEE and its predecessors. It is therefore of highest importance that the EC capitalise on this success by encouraging a clear and coherent communication of the results of EGEE-II and its RPs to a range of stakeholders, including the scientific communities at the national level, industry and the general public. The GRM project will play a key role in ensuring effective communication with these stakeholders takes place.

Equally important, for EGEE-II and its RPs, is that the large amount of public funding invested in these projects be used optimally, to ensure public and political confidence in the

ECs science and technology funding policy. This depends in turn on effective and efficient internal communication between partners, to reduce administrative overhead and needless reproduction of effort. The communication and information gathering tools developed by the GRM project – the events calendar, the contact repository and the project progress tracking tool – all have as objective to improve the efficiency and effectiveness of internal communications between partners and projects.

Appendix A. Letters of Support

From BIOINFOGRID Project

Consiglio Nazionale delle Ricerche
ITB - Istituto Tecnologie Biomediche

Mail address:
Luciano Milanesi
CNR-ITB
Via Fratelli Cervi, 93
20090 Segrate (Milano)
Italy
E_mail luciano.milanesi@itb.cnr.it

Milan September 01, 2005

Dear Dr. Mondardini

On behalf of the BIOINFOGRID consortium, I wish to express our strong support for the Specific Support Action (SSA) proposal entitled Grid Relationship Management (GRM), under the FP6-2005-Infrastructures-7 call identifier.

The BIOINFOGRID community looks to the Grid infrastructure and to the grid technologies, delivered by the Grid Relationship Management project, as powerful tool for further pushing the frontiers in the Bioinformatics research. The BIOINFOGRID project intends in fact to evaluate and exploit the potentiality of the new grid technologies in several areas of the Bioinformatics frontier research fields such as in genomics, trascriptomics, proteomics and molecular dynamics.

My colleagues and I find this proposal of great value for the BIOINFOGRID project, and we would like to coordinate our communication efforts with this SSA if it is accepted.

We look forward for a fruitful collaboration.

Yours sincerely,

Milanesi Liuiano

ITB - Sede
Edificio LITA
Via F.lli Cervi, 93
20090 Segrate (MI)
Tel: +39-02 26422702
Fax: +39-02 26422770

ITB - Sezione di Bari
Via G. Amendola 168/5
70126 Bari
Tel: +39-080 5443380
Fax: +39-080 5443317

ITB - Sezione di Padova
Viale G. Colombo, 3
35121 Padova
Fax: +39-049 8276344
Tel: +39-049 8276345

ITB - Unità distaccata di Pisa
Area della ricerca di San Cataldo
Via G. Moruzzi, 1
56100 Pisa
Fax: +39-050 3152773
Tel: +39-050 3153367

COD. FISC. 80054330586 PART. IVA 02118311006

From BELIEF Project

Metaware SpA
Via Filippo Turati, 43/45
56125 Pisa
Italy

Pisa, 5th September, 2005

LETTER OF SUPPORT FOR GRM

Dear Dr Mondardini,

On behalf of the SSA project BELIEF, I wish to express our strong support for the Specific Support Action (SSA) proposal entitled Grid Relationship Management (GRM), under the FP6-2005-Infrastructures-7 call identifier.

The *"Bringing Europe's eLectronic Infrastructures to Expanding Frontiers" BELIEF* project is coordinated by Metaware, Italy, and comprises seven partners, including two key partners from the developing countries FUSP in Brazil and ERNET in India.

The project's key goals are to build and promote an effective Communication Network Platform, and develop, maintain and populate a multimedia Digital Library which makes accessible in a homogeneous way, through advanced services, the documentation produced by eInfrastructure projects and initiatives. The implementation of such a DL system will allow users improved accessibility to documentation to all interested members All these goals intend to develop synergies and foster improved alliances between communities of both scientific communities, researchers and industries with ongoing eInfrastructure initiatives.

Collaboration with GRM would help BELIEF raise awareness in fostering the deployment of the eInfrastructure and enhancing Europe's position in the field especially during the four brainstorming events organised, the two workshops and two international conferences in India and in Latin America. In addition, GRM would help synergise, where necessary, with the BELIEF consortium in achieving the number of objectives proposed by BELIEF aimed at engaging and supporting new potential research and industrial user communities at an International level.

yours sincerely

Silvana Muscella
BELIEF Project Coordinator

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Via F. Turati n.43/45, 56123 Pisa
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N.REA 134896 presso CCIAA Pisa

From EELA Project

MINISTERIO
DE EDUCACIÓN
Y CIENCIA

Ciemat Centro de Investigaciones Energéticas, Medioambientales y Tecnológicas

CIEMAT
Avda. Complutense, 22
28040 Madrid - SPAIN

Madrid, 5th September, 2005

LETTER OF SUPPORT FOR GRM

Dear Dr Mondardini,

On behalf of the EELA project, I wish to express our strong support for the Specific Support Action (SSA) proposal entitled Grid Relationship Management (GRM), under the FP6-2005-Infrastructures-7 call identifier.

The EELA project aims to establish a human network in e-science area in Latin America, enlarge and train this community and establish a pilot Grid infrastructure.

The GRM proposal is important for EELA project to facilitate the easy communication with Enabling Grid for E-sciencE project (EGEE-II) and the rest of project related with it. This proposal would help to coordinate the communication efforts between Grid projects.

Sincerely yours,

Jesus Casado
EELA project coordinator

CORREO ELECTRÓNICO
jesus.casado@ciemat.es

AVENIDA COMPLUTENSE, 22
28040 - MADRID
TLF: 91 3466180
FAX: 91 3466537

From ETICS Project

E-Infrastructure for
Testing,
Integration and
Configuration of
Software

CERN
Route de Meyrin
1211 Geneva
Switzerland

Geneva, 5 September 2005

LETTER OF SUPPORT FOR GRM

Dear Dr Mondardini,

On behalf of the ETICS project, I wish to express our strong support for the Specific Support Action (SSA) proposal entitled Grid Relationship Management (GRM), under the FP6-2005-Infrastructures-7 call identifier.

ETICS is coordinated by CERN in Switzerland and comprises five partners. The ETICS effort aims to support such research and development initiatives by integrating existing procedures, tools and resources for software development, testing and interoperability in a coherent infrastructure, additionally providing an intuitive access point through a web portal and a professionally managed, multiplatform capability based on Grid technologies.

ETICS finds the GRM proposal of great value, since it may considerably streamline the communications activities and enhance collaboration and resource-sharing with EGEE II and other related projects. ETICS would certainly make use of the GRM services, were it to be accepted

Dr. Alberto Di Meglio
ETICS Project Coordinator

From EUChinaGrid Project

INFN
Istituto Nazionale
di Fisica Nucleare
Sezione di Roma3

Roma, il 02/09/2005
ns. rif

To: Rosy Mondardini
IT Communications Team
IT Department, CERN
Building 31 R-012
CH-1211 Geneva 23
tel: +41 22 767 0777
fax: +41 22 767 1070

LETTER OF SUPPORT FOR GRM

Dear Dr. Mondardini,

On behalf of the EUChinaGRID project, I wish to express our strong support for the Specific Support Action (SSA) proposal entitled Grid Relationship Management (GRM), under the FP6-2005-Infrastructures-7 call identifier.
As you know EUChinaGRID project aims to support interoperability between European and Chinese Grid Infrastructures and is currently negotiating the contract with the EC.

I find the GRM proposal of value to our project and we would certainly coordinate our communication efforts with this SSA if it is accepted.

Best regards
Dr. Federico Ruggieri
(EUChinaGRID Project Leader)

INFN – Sezione di Roma3 – Via della Vasca Navale, 84 – 00146 Roma, Italy – Tel. +39-06-55177051 – Fax +39-06-55177059

From EUMedGrid Project

INFN
Istituto Nazionale
di Fisica Nucleare
Sezione di Roma3

Roma, il 02/09/

ns. rif

To: Rosy Mondardini
IT Communications Team
IT Department, CERN
Building 31 R-012
CH-1211 Geneva 23
tel: +41 22 767 0777
fax: +41 22 767 1070

LETTER OF SUPPORT FOR GRM

Dear Dr. Mondardini,

On behalf of the EUMEDGRID project, I wish to express our strong support for the Specific Support Action (SSA) proposal entitled Grid Relationship Management (GRM), under the FP6-2005-Infrastructures-7 call identifier.
As you know we are currently negotiating the contract with the EC.
The *objective* of the EUMEDGRID project is to bring the less-experienced and less-resourced countries of the Mediterranean region to the level of European developments in terms of the eInfrastructures. With the networking infrastructure reaching stability through the EUMEDCONNECT project, the focus of the EUMEDGRID will be on Grid infrastructure and related eScience applications.

I find the GRM proposal of value to our project and we would certainly coordinate our communication efforts with this SSA if it is accepted.

Best regards

Dr. Federico Ruggieri

(EUMEDGRID Project Leader)

INFN – Sezione di Roma3 – Via della Vasca Navale, 84 – 00146 Roma, Italy – Tel. +39-06-55177051 – Fax +39-0

From ISSeG Project

Fax émis par : +33 299206030 PALAIS GRAND LARGE 08/09/05 14:08 Pg.

ORGANISATION EUROPEENNE POUR LA RECHERCHE NUCLEAIRE
EUROPEAN ORGANIZATION FOR NUCLEAR RESEARCH

Laboratoire Européen pour la Physique des Particules
European Laboratory for Particle Physics

GENEVE, SUISSE
GENEVA, SWITZERLAND

Mail address: CERN, IT Department
CH-1211 GENEVE 23
Switzerland

Tel direct : +41 (22) 767 4989

Geneva, September 8 , 2005

LETTER OF SUPPORT FOR GRM

Dear Dr Mondardini,

On behalf of the ISSeG project, I wish to express our strong support for the Specific Support Action (SSA) proposal entitled Grid Relationship Management (GRM), under the FP6-2005-Infrastructures-7 call identifier.

ISSeG aims to contribute to the consolidation of the European Grid infrastructure in the field of computer security, by creating and disseminating practical expertise on the deployment of Integrated Site Security (ISS), as a complementary action to EGEE Grid Security.

The GRM proposal offers ISSeG the possibility to benefit from communication and information gathering tools shared with EGEE-II and other related projects. This should save ISSeG considerable effort, while at the same time improving the quality and impact of work areas such as project progress tracking and disseminating news about ISSeG via a common newsletter.

If the proposal is accepted, ISSeG would value coordinating its communication efforts with this SSA.

Sincerely,

François Fluckiger
Coordinator, ISSeG project
CERN