



Customer Services and Support



ASCI Alliance Center Visits

August 19-27, 2003

Jean Shuler
Customer Service Group Leader
Livermore Computing



ASAP-CRT



◆ Representatives

◆ LLNL

- Jean Shuler, Barbara Herron, Blaise Barney

◆ LANL

- Rob Cunningham

◆ SDSC

- Amit Majumbar, Don Frederick

◆ SNL

- Barbara Jennings, Lilia Martinez, Tom Pratt, Mahesh Rajan

◆ Schedule

- ◆ Aug 19 University of Utah

- ◆ Aug 20 University of Illinois

- ◆ Aug 21 University of Chicago

- ◆ Aug 26 Stanford University

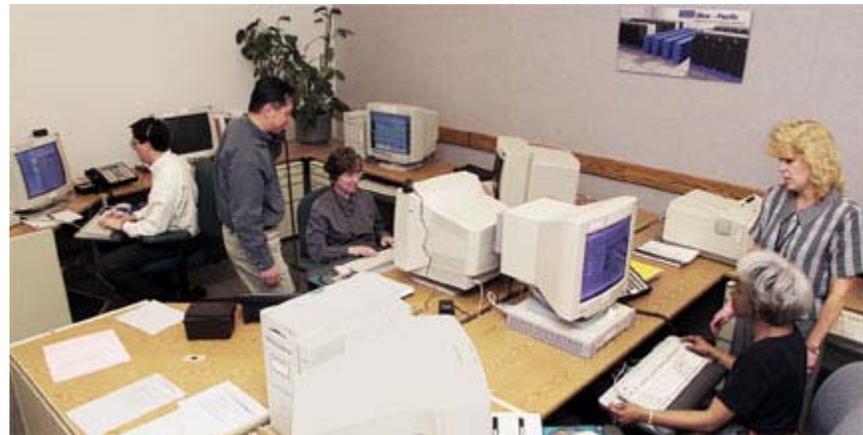
- ◆ Aug 27 Cal Tech



Who Are We?



- ◆ Institutional and LC Hotlines
- ◆ Information dissemination
- ◆ Education and training
- ◆ Desktop, LabNet, HPC
Problem reporting, tracking,
and resolution
- ◆ Customer outreach
- ◆ Special Projects



CSSG staff members at work in LC's Hotline

CSG leverages the expertise of other ICCD groups
to enhance the breadth of customer support from the Desktop to the TeraFlop

◆ LabNet ◆ High Performance Computing
Services and Development ◆ Programs ◆ SouRCe ◆ Network and Centralized Services ◆
Many others...



Customer Services Group

Jean Shuler - GL



Hotlines

- ◆ LC Technical support - 10 FTEs
 - Barbara Herron - Team Lead; Sandra Brewer, Dave Dannenberg, Chris Garcia, Stella Hadjimarkos, Charlie Hargreaves, Bruce Hill, Jean Shuler
- ◆ Institutional Desktop support - 8 FTEs
 - Sue Wolfe - Team Lead; Ben Blank, Michelle d'Hooge, Rena Huerta, Brian Molyneaux, Rene Castle, Louise Harlan, Jason Walraven
- ◆ LC Account Specialists - 5 FTEs
 - Chris Garcia - Team Lead; JoAnne Revelli, Jeanette Carnes, Teresa Delpha, Aileen Reed, Angeline Russell

Education and training

- ◆ LC Local, Offsite Classes- web tutorials, Performance team member
 - 1 FTE - Blaise Barney
- ◆ Institutional Training - Sue Wiebe- Manager
 - 1 FTE - Diane Couch
- ◆ Web expertise - 1 FTE - Lori Wong
- ◆ A Division Liaison - 1.0 FTE Mike Nemanic

Information dissemination

- ◆ Technical Information Department Editors - 4 FTEs
 - Elizabeth Gebur, Terry Girill, Jeanette Jenness, Mara Niels

Customer outreach

- ◆ Monthly customer meetings
- ◆ Surveys
 - Effective web based customer satisfaction survey—follow-up on all suggestions and issues
- ◆ Contact users on important issues
- ◆ Newsletter

Problem reporting, tracking, and resolution- under transition!

- ◆ Large database; quick resolution

Variety of Technical Projects

- ◆ Trouble ticket administration, ACD system replacement, file system administration, LCAMS, Linux support, Web admin, Software benchmarking & testing, scheduling user jobs, user revalidation, etc.