Support

Open Science Grid

- Adding Effort for WLCG Tickets
  - Earlier Hours in the US (06:00 EST)
  - Friday Meetings to Review WLCG Tickets

- Web Services Based Ticket Exchange
  - Removes Email Dependencies
  - Improved Alerts on Failure
  - This is in Place Between GGUS and OSG Footprints

- More Communication
  - Daily Attendance at the WLCG Ops Meetings
  - Discussion of WLCG Items at the OSG Operations and Production Meetings
  - Heavy Interactions with EGI SAM and GGUS Groups

Infrastructure

- The real story is not what we are doing, but what we are not doing

- Continue Service SLA

- Effort to Bring OSG Services Not Hosted by the GOC Into the Same Forums as the Indiana University Hosted Services
  - Gratia, ReSS, Engage MM, Others
  - Operations and Production Meetings
  - GOC Notifications

- Change Management
  - Scheduled Release Periods
  - Change Management Procedures
  - Community Notification Revisited
  - Determining What Needs to Be Done and What Needs to Not Be Done