

How to identify the right VOC support group

End user's incidents and requests related to machines dedicated to a given VO (called VOBoxes) or services run on such machines should be first addressed to the corresponding Virtual Organization Coordinator(s) (aka VOCs) e-group. That e-group contains the people responsible for those services. Those VOC(s) could, if need be, create a SNOW ticket at:

- CERN Service Portal [↗](#)

The up-to-date list of VOCs e-groups can be obtained by querying for all e-groups containing the string "-VOC-" at:

- <http://cern.ch/egroups> [↗](#)

See also the informal list of Experiment-IT contacts here:

<https://twiki.cern.ch/twiki/bin/view/ITCoord/ITCoordExperimentContacts>.

Currently (08/06/2011) the list of VOCs e-groups contains:

VOBox-VOC-ALICE ↗	Static	VOBox VO Contacts for ALICE	CDB cluster = voalice
VOBox-VOC-LHCb ↗	Static	VOBox VOC Contacts for LHCb	CDB cluster = volhcb
VOBox-VOC-ATLAS ↗	Static	VOBox VO Contacts for ATLAS	CDB cluster = voatlas
VOBox-VOC-CMS ↗	Static	VOBox VO Contacts for CMS	CDB cluster = vocms
VOBox-VOC-COMPASS ↗	Static	VOBox VOC Contacts for the COMPASS Experiment	CDB cluster = vobox
VOBox-VOC-ETICS ↗	Static	VOBox VO Contacts for ETICS	
VOBox-VOC-HARP ↗	Static	VOBox VOC Contacts for HARP Experiment	CDB cluster = vobox
VOBox-VOC-LCD ↗	Static	LCD VOBox contacts	CDB cluster = vobox
VOBox-VOC-dip ↗	Static	VOBox VO Contacts for DIP	
VOBox-VOC-NA48 ↗	Static	VOBox VOC Contacts for NA48 Experiment	CDB cluster = vobox
VOBox-VOC-PARTNER ↗	Static	VOBox VO Contacts for partner	CDB cluster = vobox
VOBox-VOC-SEC ↗	Static	VOBox VO Contacts for SECURITY	
VOBox-VOC-SFT ↗	Static	VOBox VO Contacts for PH-SFT applications	CDB cluster = lcgapp
VOBox-VOC-thqcd ↗	Static	VOBox VO Contacts for THQCD	
VOBox-VOC-CASPUR ↗	Static	VOBox VO Contacts for CASPUR	CDB cluster = vobox
VOBox-VOC-arda ↗	Static	VOBox VO Contacts for arda	

How to identify which VOC group is responsible for a given machine

To identify which VOC e-group is responsible for a given machine, just check the "Responsible for the device" field for that machine in its LANDB entry [↗](#).

-- JuanManuelGuijarro - 08-Jun-2011

This topic: VOBox > WhoAreVOCs

Topic revision: r6 - 2013-08-30 - AlexLossent



Copyright &© 2008-2024 by the contributing authors. All material on this collaboration platform is the property of the contributing authors.
or Ideas, requests, problems regarding TWiki? use [Discourse](#) or [Send feedback](#)