Managing and Delivering Grid Services (MDGS)

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The aim of the MDGS workshop is to bring together Grid experts from the (Grid) infra-structure community with experts in IT service management in order to present and discuss the state-of-the-art in managing the delivery of ICT services and how to apply these concepts and techniques to Grid envi-ronments. Up to now, work in this area has proceeded mostly on a best effort basis. Little effort has been put into the processes and approaches from the professional (often commercial) IT service management (ITSM).

The workshop creates a platform for both the users of Grid-based services (e.g., high performance distributed computing users) and the people involved in contributing to Grids and their operation (e.g., members of grid initiatives, resources providers) to share their views on the topic of managed service delivery and related re-quirements and constraints. This reveals the need for defined service levels in the form of service level agreements (SLAs) in Grid environments. Based on this, the workshop provides insight into the ITSM frameworks, and focus on the exchange of ideas on how the Grid community may adopt and adapt the concepts and mechanisms of these frameworks (and the ITSM domain in general) to take benefit from them. In this context, the specific features and characteristics of Grid environments are taken into ac-count.

Contributions to the MDGS2011 describe on going work on various topics related to Service level Management in Grid based systems. The accepted papers cover various topics such as current best practices in grid Service Level Management, problems faced, potential models from commercial IT Service Management to be adopted, and specific case studies to highlight the full complexities of the situation.