

# ***HPSS Customer Support***

## **Updates/Changes**

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## ***Overview***

- **Overview**
  - Listing of HPSS Sites
  - IBM/HPSS Organization
  - Problem Sharing Activities
  - HPSS Web Site
  - HPSS Course Plans
  - 2005 HPSS User Forum

# The World of HPSS



## Listing of HPSS Sites

as of April 26, 2004

Name of Organization	No.	Phase	Rel.
Sandia National Laboratory (SNL)	2	P	4.5
California Institute of Technology (Caltech)	1	P	4.5
Lawrence Livermore National Laboratory (LLNL)	2	P	4.5
University of Washington (UWA)	1	P	4.1.1
Los Alamos National Laboratory (LANL)	2	P	4.5
San Diego Supercomputer Center (SDSC)	1	P	4.5
Oak Ridge National Laboratory (ORNL)	1	P	4.5
Lawrence Berkeley Laboratory (NERSC)	2	P	4.3

### HPSS Deployment Phases

SI	= System Integration
I	= Installation
T	= Production Readiness Test
P	= Production



## Listing of HPSS Sites (Cont.)

as of April 26, 2004

Name of Organization	No.	Phase	Rel.
NASA Langely Research Center (LaRC)	1	P	4.5
Stanford Linear Accelerator Center (SLAC)	2	P	4.5 4.3
CEA Centre de Bruyeres le Chatel (CEA-DAM)	1	P	4.3
NOAA National Climatic Data Center (NCDC)	1	P	4.5
Brookhaven National Laboratory (BNL)	1	P	4.5
Indiana University (IU)	1	P	4.5
Institute National de Physique Nucléaire et de Physique des Particules (IN2P3)	1	P	4.5



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HPSS Deployment Phases
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## Listing of HPSS Sites (Cont.)

as of April 26, 2004

Name of Organization	No.	Phase	Rel.
Institute of Physical and Chemical Research (RIKEN)	1	P	4.5
BAE Systems	29 3	P P	4.3 4.2
KEK - High Energy Accelerator Research Organization	1	P	4.5
Institute for Cosmic Ray Research (ICRR)	1	P	4.3
Korea Institute of Science and Technology Information (KISTI)	1	P	4.3
European Centre for Medium-Range Weather Forecasts (ECMWF)	1	P	5.1
NOAA National Centers for Environmental Prediction (NCEP)	1	P	4.5

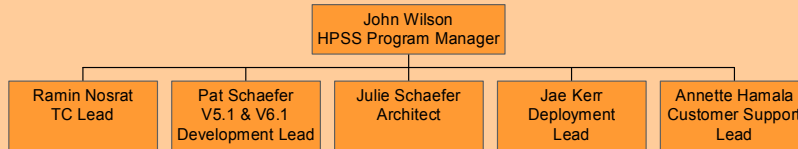


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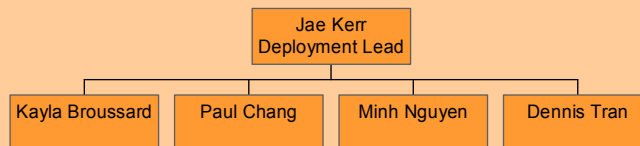
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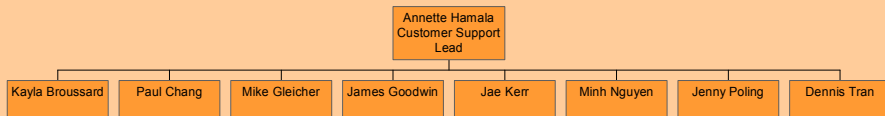
# IBM/HPSS Organization



# IBM/HPSS Organization



## ***IBM/HPSS Organization***



## ***Problem Sharing Activities***

- **Problem Sharing Activities**
  - Development Partner teleconferences continue each month
  - Operational Service Bulletins repository continues to grow

## ***Web Site***

- **New URL for HPSS Web Site in the future - note sent to reflectors when this occurs**
- **Tools Repository on HPSS Web Site**
  - Administrators -> Tools  
(<https://www4.clearlake.ibm.com/hpss/support/tools.jsp>)
  - Collection of useful tools sites have developed
  - Any DB2 queries sites create must be posted here
    - Send DB2 queries to HPSS support representative to post
- **2004 HUF Presentations**
  - In a week or two, posted under Users -> User Forum  
([http://www4.clearlake.ibm.com/hpss/users/user\\_forum.jsp](http://www4.clearlake.ibm.com/hpss/users/user_forum.jsp))

## ***HPSS Course Plans***

- **Plans for HPSS Courses**
  - Planning 5.1 Basic Class for Fall/Winter 2004
- **Special Bid HPSS Courses**
  - HPSS User Interface course
  - HPSS Operator course

## ***Next HPSS User Forum***

- **When**
  - May or June 2005?
- **Topics to discuss**
  - Send any topics to Annette Hamala
  - Send survey later this year?
- **Where**
  - Europe or USA?