

The National Grid Operations Centre (NGOC) is responsible for the availability of the NGPP and its services. This includes operational issues of Grid Portals, the network, and compute resources made available on the NGPP. The NGOC comprises the National Grid Support Unit and the National Grid Monitoring Unit.

National Grid Support Unit (NGSU)

The NGSU provides assistance to application developers and users of the NGPP on operational issues when deploying their applications on the NGPP. Its responsibilities include:

- Maintaining and ensuring the availability of the NGPP and its services.
- Resolving technical problems or queries on NGPP.
- Providing assistance in installation and support of NGPP software.
- Ensuring compatibility of the Common Software Stack.

National Grid Monitoring Unit (NGMU)

The NGMU is available 24x7 to monitor the activities and availability of the NGPP to ensure that the resources and network are available round the clock. Its responsibilities include:

- Monitoring the NGPP - Network, Grid portals and resources.
- Collecting the statistics of NGPP - utilization of network and resources.
- Informing NGSU to follow up on potential issues or unavailability of the NGPP.

