

EPICURE: High-level specialised application support service in High-Performance Computing (HPC)

Description

EuroHPC Joint Undertaking is deploying a European-wide High-performance Computing infrastructure, comprising a number of supercomputers, that range from small petascale, to large high-end pre-exascale and exascale systems, topping the relevant global rankings.

To date, part of the responsibilities of the Hosting Entities is the provision of support services to users that are selected by EuroHPC to access the systems. These services are currently limited primarily to Level 1 support which mostly entails a help desk support for day by-day operational issues and problems. This proposal aims at ameliorating this offering by establishing and operating a distributed but coordinated European-wide high performance computing application support service, to encourage the best possible uptake of the systems by European scientists and researchers.

Application Support Teams (ASTs), established in current and future EuroHPC Hosting Entities, in collaboration with key support actions funded by the EuroHPC JU, will provide their services aiming primarily at Level 2 and 3 application support encompassing in particular application porting, optimisation and execution of key applications to a selected number of projects which have been allocated time by peer-review process managed by the EuroHPC JU. These services include the organisation of specialized training events and workshops in the context of high-profile international HPC events.

Finally, this proposal includes the development of a single point of contact (in the form of a European HPC Application Supportportal) that will allow European HPC users from public and private sector including SMEs, to retrieve information on the systems offered by the Joint Undertaking, their architectures, their access mechanisms, and the support services available.

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