Direct GGUS ticket routing to OSG Sites

https://twiki.cern.ch/twiki/bin/view/EGEE/SA1_USAG

Grid Deployment Board Meeting

2008-12-10

GDB December 2008

Decision of Dec 4th 2008 - I

GGUS shall make available to the ticket submitters

for ALL tickets the OSG site(==resource) name,

taken automatically

from OIM (OSG Information Management System)

i.e. a subset of
https://oim.grid.iu.edu/pub/resource/show.php for
USATLAS and USCMS resources.

GDB December 2008

Decision of Dec 4th 2008 - II

If the submitter selects an OSG site, then

GGUS will automatically assign the ticket

to the OSG Support Unit, which means

entering the OSG Ticketing System

via mailfeed in **ggus@tick.globalnoc.iu.edu**,

hence bypass the GGUS TPM, i.e. one hop less.

Decision of Dec 4ᵗʰ 2008 - III

- **The script at the OSG GOC level shall be changed to retrieve the OSG site(==resource) ticketing system entry point and/or contact email and forward the ticket automatically.**

- **An acknowledgement is automatically fed back into the GGUS ticket, a functionality submitters and fellow supporters will greatly appreciate.**

GDB December 2008

Conclusion

- **ATLAS' request satisfied**

[whole story in savannah support #105911]

- **Decision matches well the Direct routing to All sites for all GGUS tickets**

[whole story in savannah support #105819]

- **Routing to American Tier1s (FNAL, BNL, Triumf) remains direct as implemented in GGUS 7.0 on July 3rd 2008.**