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Enabling Grids for E-sciencE

MSA 1.6: Assessment of the status of user support
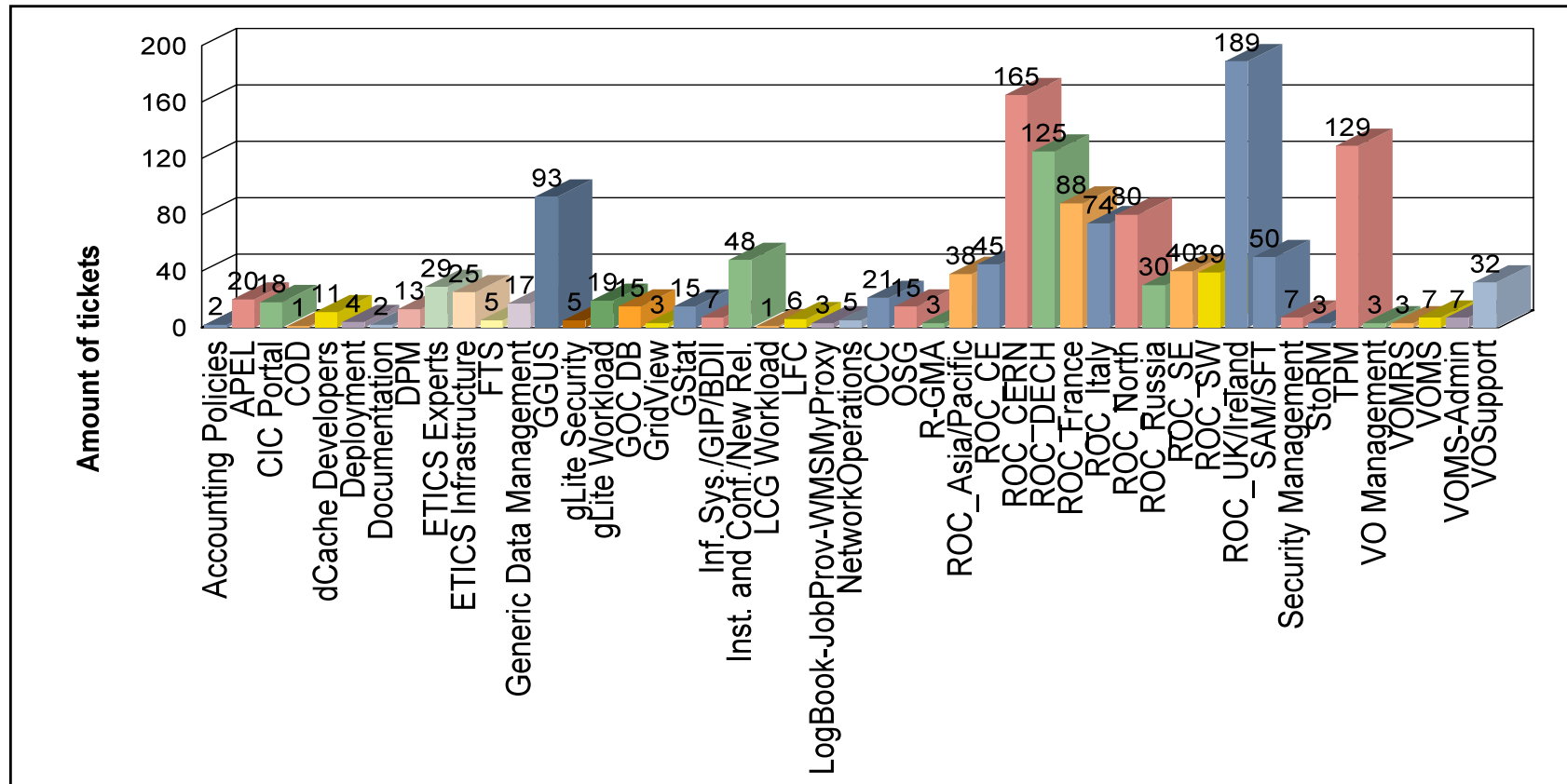
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Information Society
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- **Contents**
  - Central user support
  - ROC user support
  - Other user support
    - VO specific user support
    - NA4 general user support
    - Software related support
  - Open issues

- **Tickets submitted from 1 May to 31 of August (2412)**

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- **GGUS Metrics**
  - User and operational tickets
    - 852 of user tickets (35%) and 1560 COD tickets
  - Team and alarm tickets
    - 23 team tickets and 5 alarm tickets
  - Wiki pages
    - 1 wiki page created
  - Average solution time
    - 424:13 [hours:minutes]
  - Average assign time
    - 3:14 [hours:minutes]
    - TPM escalation report:
      - **https://gus.fzk.de/pages/metrics/download_escalation_reports_tpm.php**
    - 16% tickets assigned after one hour within working hours
  - Wrongly assigned tickets
   - Hops report

- ## ROC user support contribution

REGION	TSA1.3.1	TSA1.3.2	TSA1.3.3	TSA.1.3.4	TSA1.3.5	Total
AsiaPacific	0	3	18	6	14	41
CentralEurope	0	21	36	12	9	78
CERN	15	0[1]	61	0	0	61
France	0	27	35,5	17,7	5,5	85,7
GermanySwitzerland	39	12	50	10	16	127
Italy	0	12	13	90	0	115
NorthernEurope	0	20	22	24	12	78
Russia	0	0	0	0	0	0
SouthEasternEurope	0	0[2]	73	11	15	99
SouthWesternEurope	0	28	28	44	0	100
UKI	0	24	34	15	3	76
ROC total	**216**	**52**	**370,5**	**229,7**	**74,5**	**860,7**

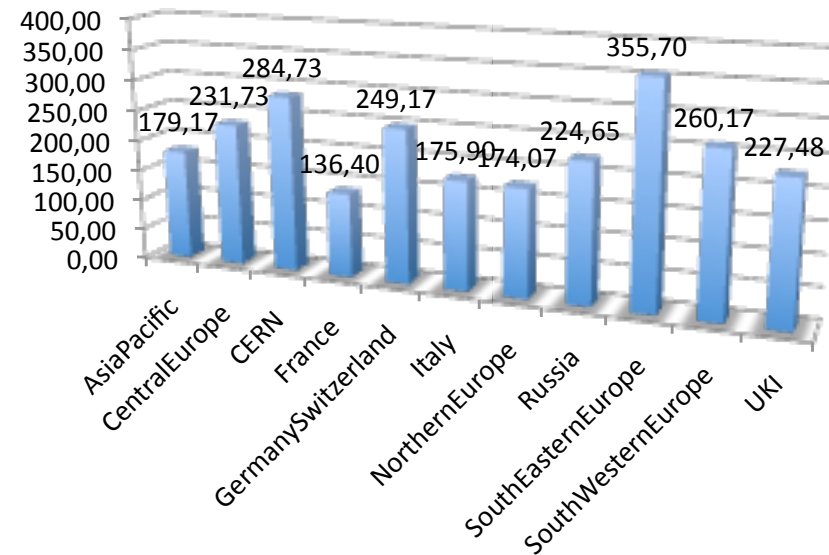[1] CERN participates to TPM by providing TPM monitoring

[2] TPM support will part or TPM1.3.3

- **ROC tickets**

Number of tickets per ROC
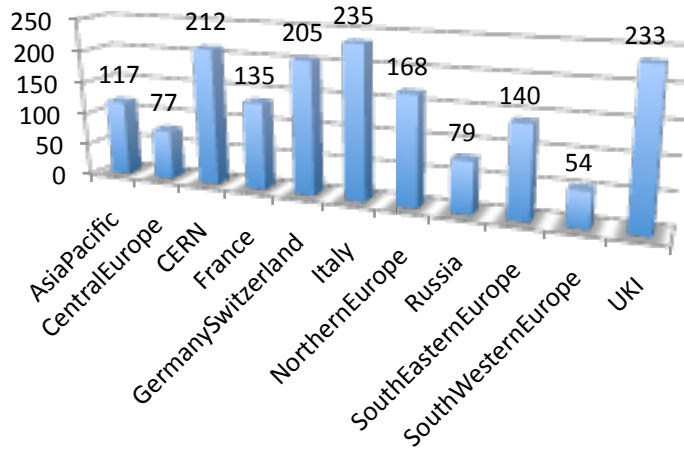

Average resolution time in hours

- **Metrics**
  - Number of tickets not related to the number of sites
  - Number of tickets related to central services
  - Regional helpdesks:
    - GGUS directly: Asia Pacific, UKI, Northers Europe
    - French ROC on the way to interface with GGUS
    - Italy helpdesk is part of the national ticketing system
    - SE helpdesk is part of the SEE Grid helpdesk
    - SW, DECH, Russia,CE in place
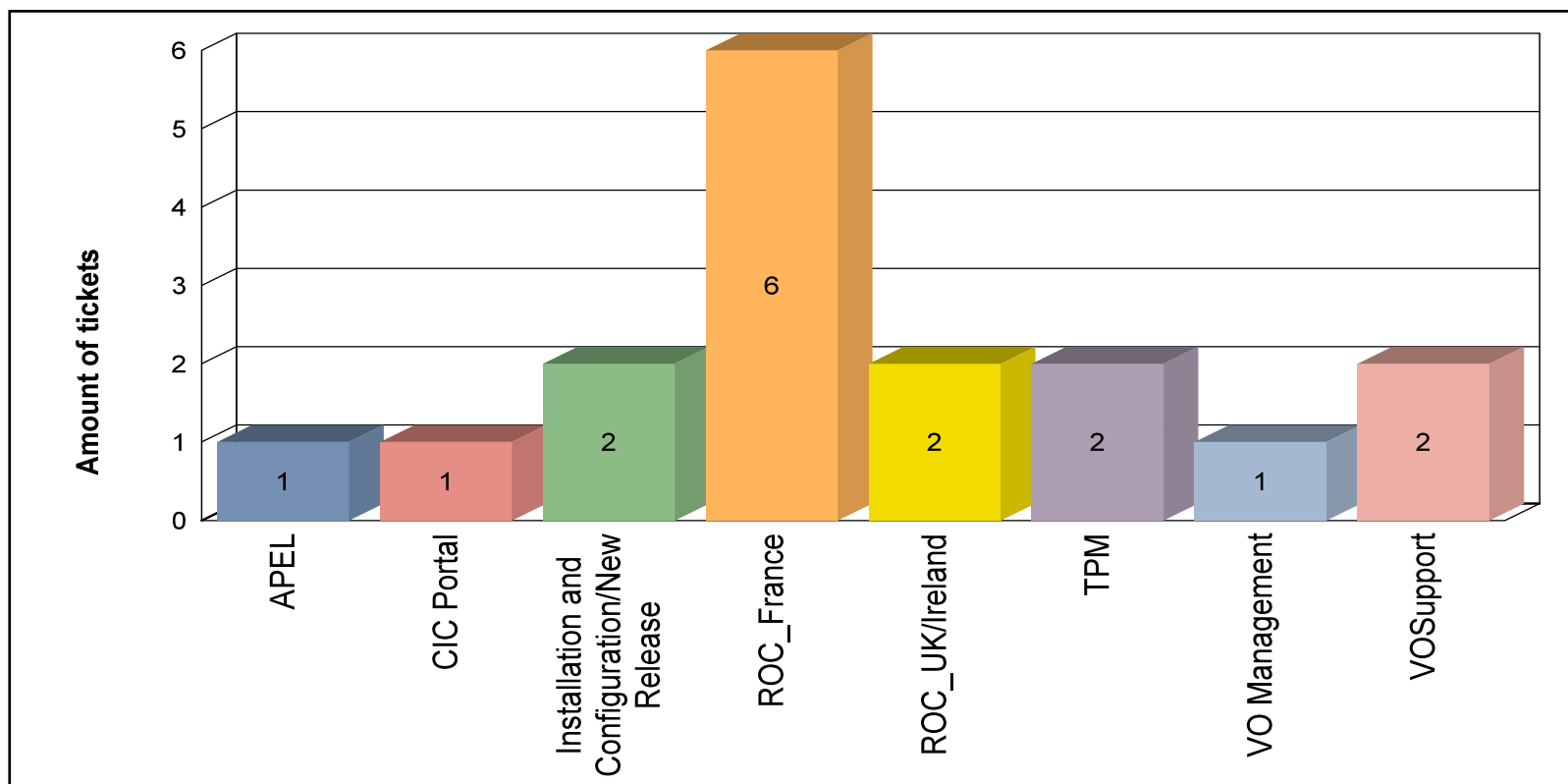 - Average solution time between 100 ad 350 hours

- **VO user support**
  - Some use mailing lists
  - Team and alarm tickets for LHC VOs
  - GGUS is mainly used by LHC VOS
  - Other VOs using GGUS: biomed, hone, cdf
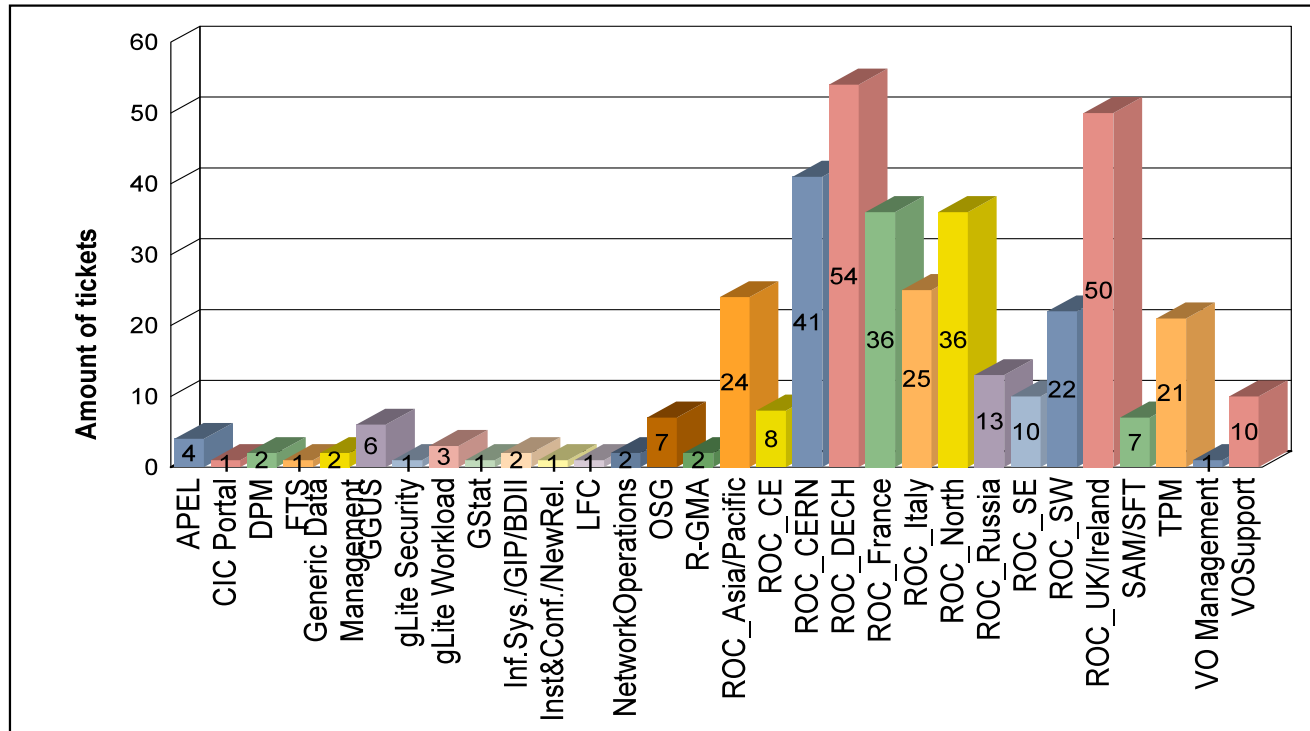
Number of tickets per VO
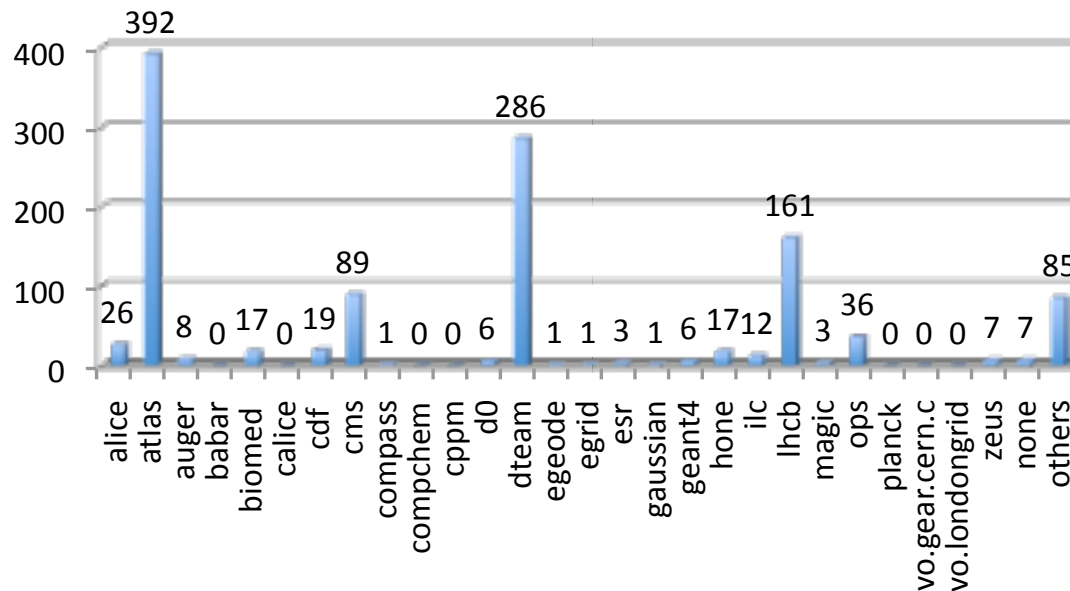
- **biomed VO user support**
  - Mailing list for new users
  - VO management is satisfied with GGUS

- **atlas VO user support**
  - Achelois team
  - team and alarm tickets
  - Internal dashboard support
  - 319 of 394 tickets assigned to ROCS (operational problems)

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- **NA4 activity user support**
  - NA4 general support for VO management and resource allocation
  - Earth Science - application porting
  - Life Science - biomed
  - Astronomy and astrophysics - gridification and porting
  - HEP- Dashboard support
  - Regional Application Support
  - Direct User Support (GUS) - use cases
- **Porting support**
  - Application Porting Group (APG)
    - Application porting
    - Training using GILDA testbed

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- **Tickets opened on Software problems and bugs**

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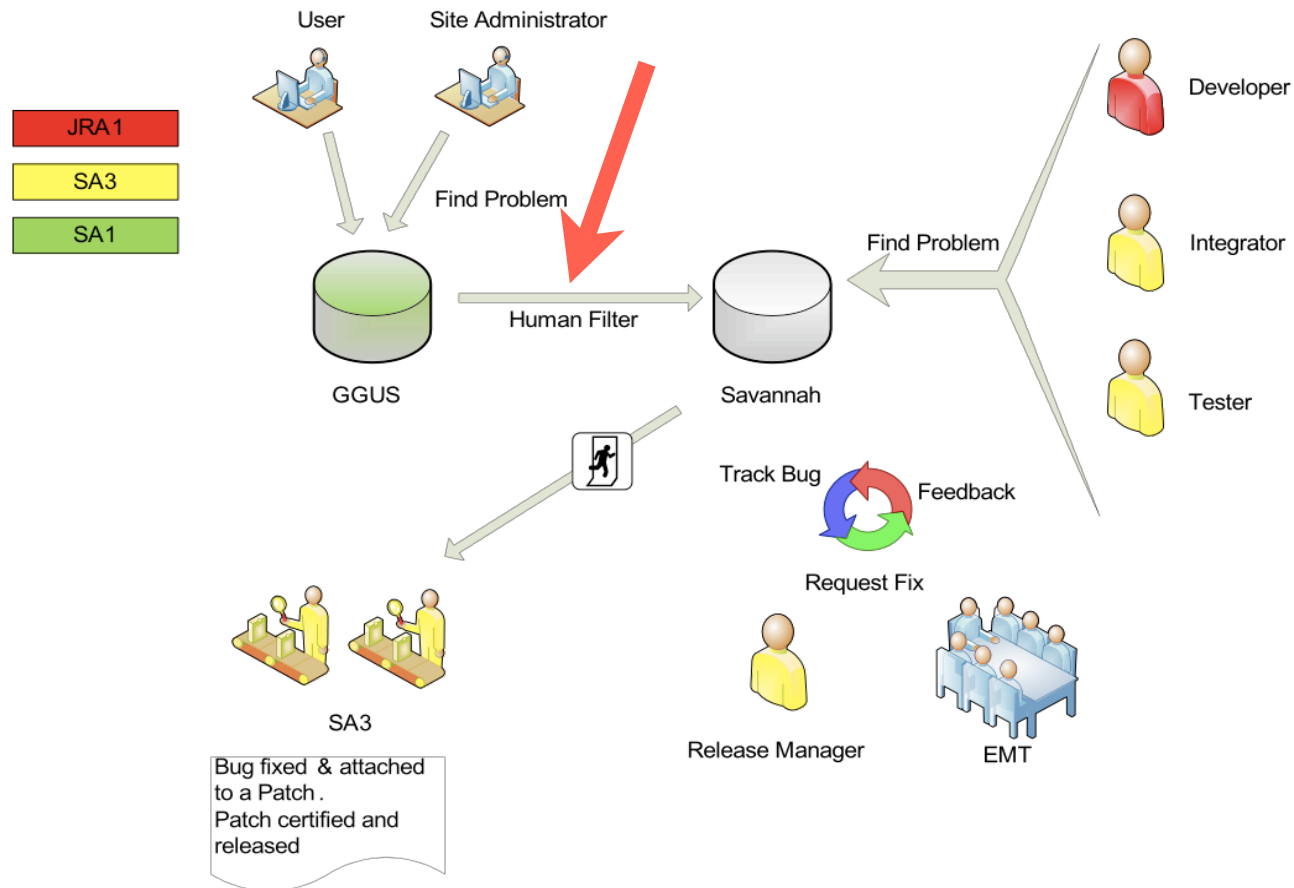
- ## **Open issues**
  - GGUS metrics are still complicated to get
    - WEB portal will resolve this problem
  - GGUs metrics are basic
  - TPM delay in assigning tickets of 16% maybe still high
    - Better training
  - VO support not done using GGUS, besides LHC and a few VOs
  - VO user input on support is not easy to get
  - NA4 support is still at the beginning
    - Assessment is available in the future
  - Software issue: JRA1 reacts on Savannah bugs no GGUS -> Savannah procedure
    - Left over TPM PMs could be used to establish this procedure
- ## **MSA 1.6 document:**
  - https://edms.cern.ch/document/951913