# Global Grid User Support Workflow
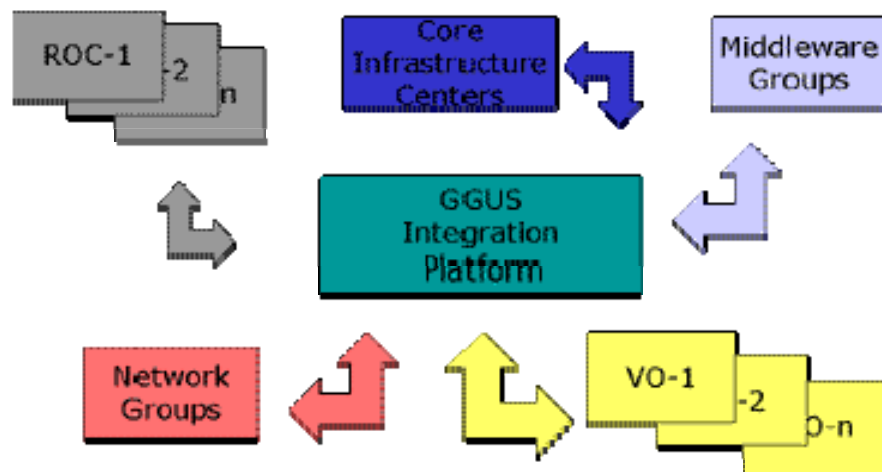
**Alistair Mills**
**Flavia Donno**
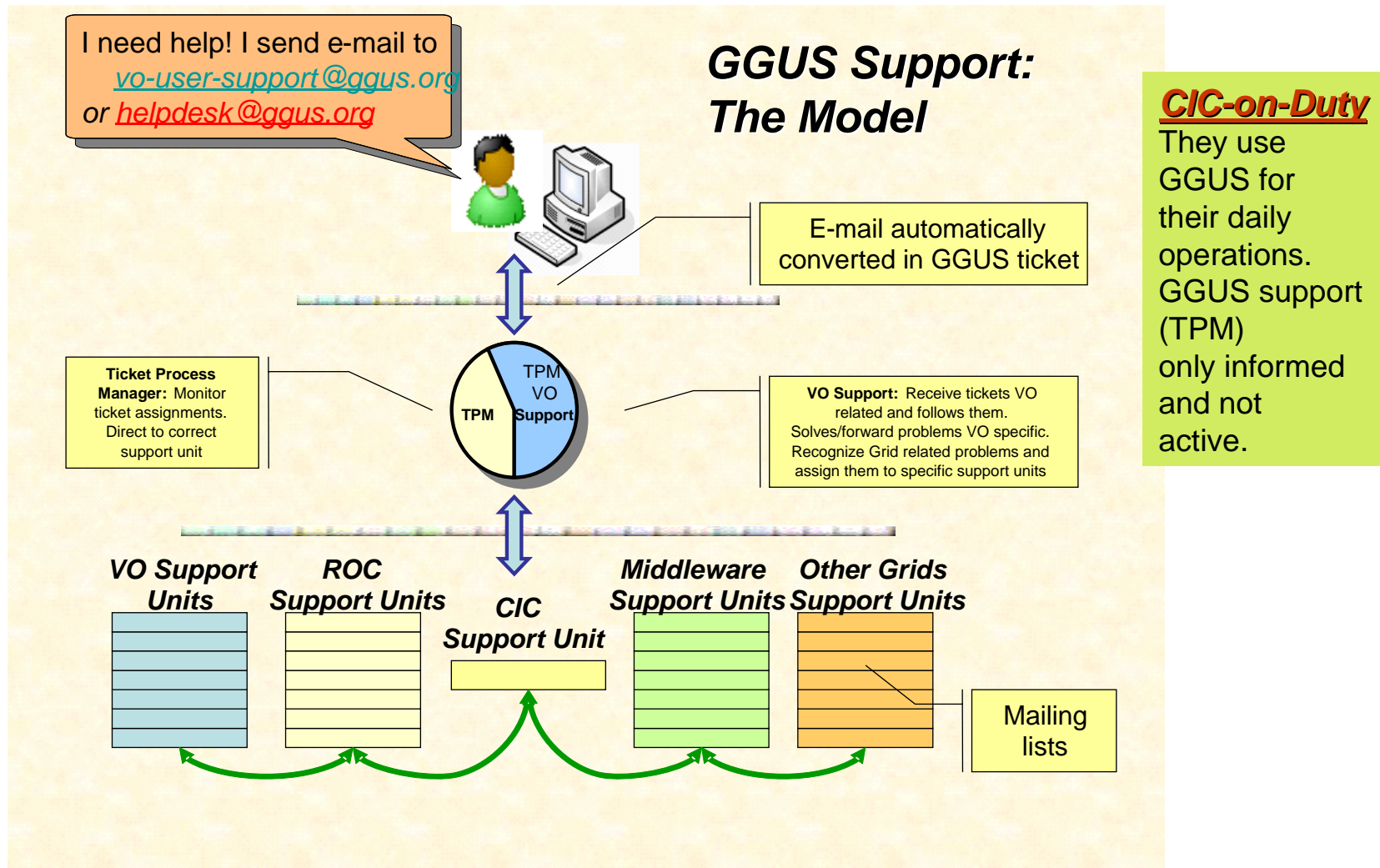**for the LCG/GGUS Executive Support Committee (ESC)**

# LCG/EGEE User Support infrastructure

● The ROCs and VOs and the other project wide groups such as the Core Infrastructure Center (CIC), middleware groups (JRA), network groups (NA), service groups (SA) are connected via a central integration platform provided by GGUS.



● This central helpdesk keeps track of all service requests and assigns them to the appropriate support groups. In this way, formal communication between all support groups is possible. To enable this, each group has built only one interface between its internal support structure and the central GGUS application.

# How GGUS works



I need help! I send e-mail to
*vo-user-support@ggus.org*
or *helpdesk@ggus.org*

**GGUS Support: The Model**

E-mail automatically converted in GGUS ticket

**Ticket Process Manager:** Monitor ticket assignments. Direct to correct support unit

**TPM VO Support**

**TPM**

**VO Support:** Receive tickets VO related and follows them. Solves/forward problems VO specific. Recognize Grid related problems and assign them to specific support units

*CIC-on-Duty*
They use GGUS for their daily operations. GGUS support (TPM) only informed and not active.

*VO Support Units*

*ROC Support Units*

*CIC Support Unit*

*Middleware Support Units*
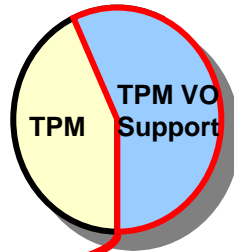
*Other Grids Support Units*

Mailing lists

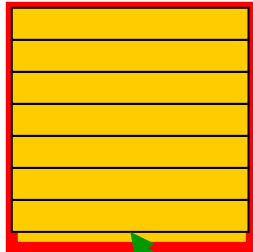I need help! I send e-mail to *vo-user-support@ggus.org*

E-mail automatically converted in GGUS ticket. *Can be addressed to TPM VO only, or TPM only, or to both*

**Ticket Process Manager:** Monitor ticket assignments. Direct to correct support unit. Notify users of specific actions and ticket status
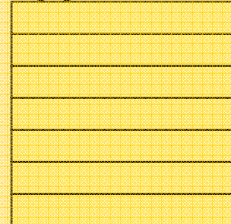
**TPM**

**TPM VO Support**

**TPM VO Support: People from VOs.** Receive tickets VO related and follow them. Solve/forward VO specific problems. Recognize Grid related problems and assign them to specific support units or back to TPM
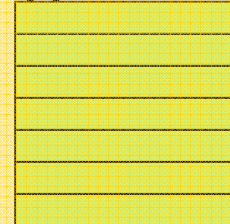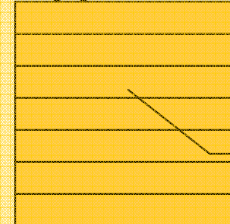
*VO Support Units*

*ROC Support Units*

*CIC Support Unit*

*Middleware Support Units*

*Other Grids Support Units*

Mailing lists

I need help! I send e-mail to *helpdesk@ggus.org*

E-mail automatically converted in GGUS ticket

**Ticket Process Manager: Grid Experts.** Monitor ticket assignments. Direct to correct support unit. Notify users of specific actions and ticket status

**TPM**

**VO Support: People from VOs.** Receive tickets VO related and follow them. Solve/forward VO specific problems. Recognize Grid related problems and assign them to specific support units or back to TPM

*VO Support Units*

*ROC Support Units*

*CIC Support Unit*

*Middleware Support Units*

*Other Grids Support Units*

Mailing lists