User Support in OSG

A User has to know how to contact their (VO) Support Center.

Most users won't be aware it is their "Grid VO" support center, it will just look like their regular Help for their non-grid work.

For the rest they will learn how to do this when they register for a VO through which they will access OSG resources.
- The OSG web site maintains a list of VOs and their Support Centers.
- One of the Support Centers is the Community Support mail list.

Smaller communities may well contract to have support from larger support organizations (e.g. the Florida group)

The Indiana iGOC is the Support Center for those who do not know how to ask and for most grid-wide Operations Services (including the OSG operations ticketing system).

Support Center Role in OSG

Support Centers are responsible for the understanding and resolution of the support requests they receive guided by the agreements they have with the Customer (and OSG) ie. it is expected that a person is always in the loop here.

- They triage the problem and determine the priority of the support request.
- They ensure any necessary direct contact between people and between organizations and can directly contact any other Support Center in OSG.
- They keep any logs of the problem resolution as it proceeds.
- They are expected to make active use of the operational, monitoring and control information published by the OSG, and have some knowledge of the tools used.

- When an organization is a member of the OSG Consortium it expects that information about its use of OSG is kept in OSG repositories.

OSG Operations Activity

All Support Centers are participants in the OSG Operations Activity and have a contact on the osg-operations mail list.

- The iGOC Support Center is always one of the co-chairs of the Operations Activity. (Doug O is the other).

Support Centers publish problem information in the OSG ticketing system, footprints, and are responsible for publishing the information about the status of handling the problem and its final resolution.

- While it might be good to have the full logs, direct help via email and phone is not expected to be captured.

Tickets are reviewed at the weekly operations phone meetings.

- A Support Center can be regarded as non-respondant if it has many open tickets and does not attend these meetings.

The Operations Activity reports at the bi-weekly Deployment Activity meeting.

WLCG User Support

- The LHC VO support centers for LHC use of Grid resources are at the US ATLAS and US CMS Tier-1s centers.

  - User and WLCG identified (through monitoring, testing etc) problems that are in the US (User, Tier-1/Tier-2 sites, Services etc.) are sent to the US ATLAS and US CMS Support Centers.
  - This is part of the LCG MOUs.

- From the LHC TDR

The user support activities provide a first and second level support structure and cover both the grid and computing service operations. The first level (end-user) helpdesks are assumed to be provided by LHC Experiments and national or regional centres, depending on the structure agreed in that region. The second level support is assured by Grid Call Centres. These centres function as service helpdesks and their role includes pro-active problem management. These centres would normally support only service staff from other centres and expert users. Each call centre is expected to be responsible for the support of a defined set of users and regional centres and will provide coverage during specific hours.
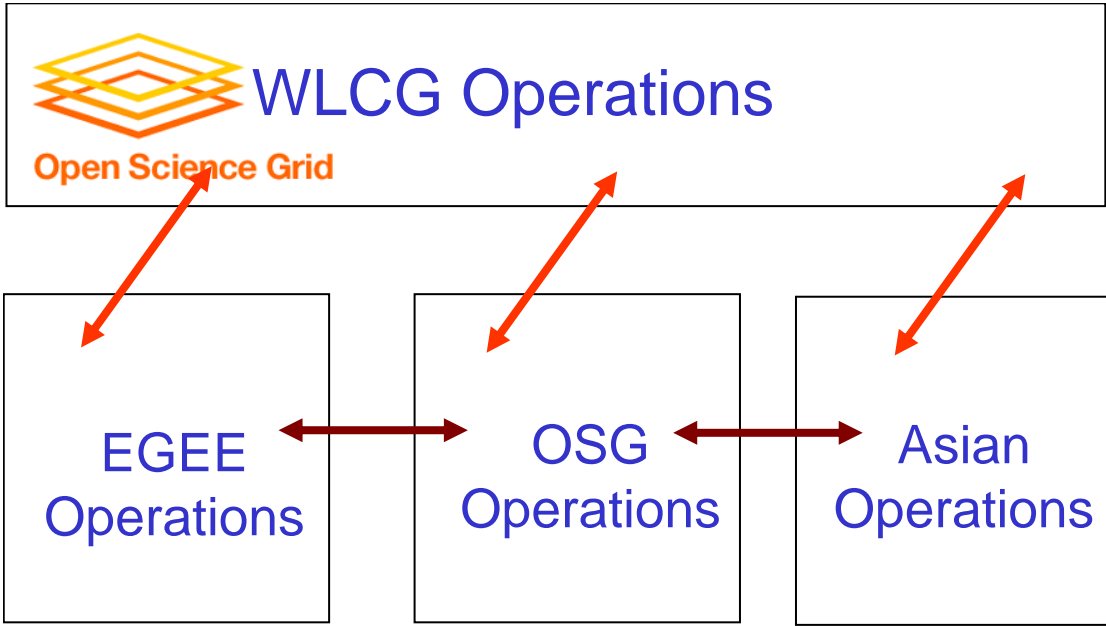
The OSG information repository

- We can approach the US LHC Management for the ok to have information related to the US LHC component of WLCG being transferred automatically to the OSG ticketing system
  - but the information will need to be automatically identified as the responsibility of the appropriate US LHC Support Center without a person in the loop in OSG and these will be responsible for the triaging in the usual way.
  - Also, care must be taken to not pollute the OSG ticketing repository with the many tickets that are completely outside of the OSG scope (e.g. data movement).

- Any sharing of non-world readable information in OSG repositories needs the ok from the OSG Council.

To Note:

- Users of the Integration TestBed send mail to "OSG-ITB@". This is something that may change.

- Many problems reported to support centers are not recorded in the operations ticket repository.
  - Many problems are handled completely within a single or collaborating support centers e.g. use of the Fermilab FermiGrid sites by the D0 VO; installation of CMS s/w on the CMS DataGrid.
  - It is hoped that as the basic grid infrastructure becomes more stable in fact most of the User support issues when using Grids are not OSG Operations related.

Discussion

- Refer to the LHC TDR

WLCG Operations

EGEE Operations ↔ OSG Operations ↔ Asian Operations

Discussion

WLCG User Support

EGEE User Support ↔ OSG User Support ↔ Asian User Support