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Plan for ROC verification



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Outline



Background information on support system

Reasons for ROC verification

Parts of ROC verification

Test schedule for ROC verification

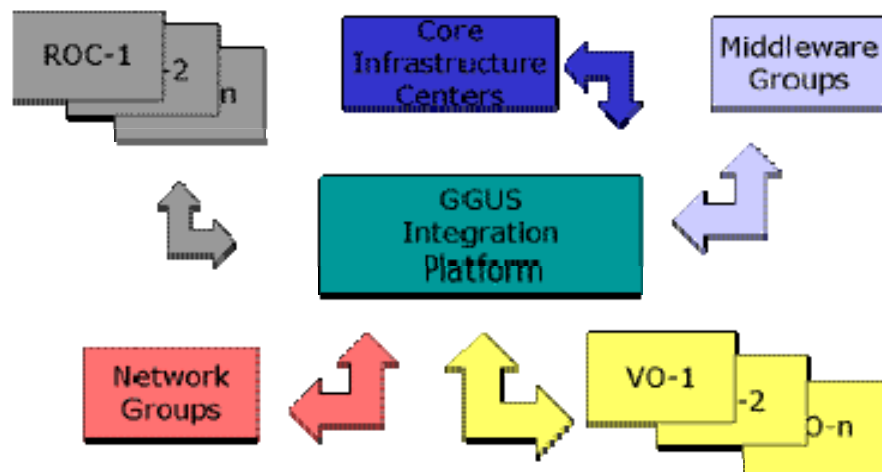
Time line for ROC verification

Documents associated with verification

Discussion

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) will be connected via a central integration platform provided by GGUS, but not all in 2005.



● 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 to build only one interface between its internal support structure and the central GGUS application.

Reasons for ROC verification



- **Part of the plan discussed at OW-2 Bologna**
- **Implementation of the OW-2 plan was deferred following Bologna as:**
 - **New GGUS Model was introduced in June**
 - **Waiting for more ROCs to be connected before testing**
 - **Reduce the size of the plan from 6 schedules to 1**
- **Build confidence in GGUS ticket routing**
- **Build confidence in ROC ticket routing**
- **Build a repeatable test for use following changes to GGUS or ROCs**
- **Train people in GGUS in directing tickets**
- **Train people in the ROCs to deal with tickets**

Responsible Units



GGUS directs tickets to responsible units:

Responsible units are defined for:

- Each ROC (11 of them including CERN)
- The CIC
- Each VO (14 of them)
- GGUS itself
- Support units (15 of them, eg gd, installation, gridice, pps, enoc etc)

GGUS collects responses and directs them to the user

We need to improve the definition of what the ROC does and help them to deal with tickets in time – this is what verification is for!

Parts of ROC verification



- 1 Verify the linkages with tickets which are content free**
- 2 Train TPMs to direct tickets accurately (part of training in November)**
- 3 Train responsible units to deal with tickets (part of training in November)**
- 4 Verify the service with tickets containing content (after training)**
- 5 Repeat the tests following significant change**

Test Schedules from OW-2 Plan



Sched	What	Responsible Person	# of tickets
1	ROC to ROC	TBC 1 Person/ROC	121
2	ROC to CIC	Helene Cordier	11
3	CIC to ROC	Helene Cordier	11
4	GGUS to VO	Torsten Antoni	14
5	VO to CIC	Helene Cordier	14
6	OMC to SU	Alistair Mills	17

There may be additional schedules for later plans

The schedules may become routine repeatable tests

Timeline for verification



EGEE	W/b	Comments
78	26/09	Meeting in Culham
79	03/10	Document test and agree test with each ROC
80	10/10	
81	17/10	
82	24/10	Pisa conference
83	31/10	Training in Karlsruhe
84	07/11	
85	14/11	Repeat tests with content
86	21/11	
87	28/11	Conclude test and write report
88	05/12	

Documents



There is a need for a large number of documents:

Item	Number	Pages	Total
-FAQ for each ROC	12	3	36
-ROC verification planning document			5
-Detailed plan for implementation of ROC verification			5
-Report on SOC-1			5
-Total			51

-These documents are held in EGEE-DOCS at:

<http://egee-docs.web.cern.ch/egee-docs/support/documentation>

-There are drafts of all of the documents available now

-The ROC planning document is almost complete

-The detailed plan for verification has yet to be drafted

FAQ – what are these?



The FAQ is a simple document which contains:

- Essential information for both GGUS and the ROC about their business**
- In time it may become a Service Level Agreement**
- It is presented in the form of a series of questions and answers (FAQ)**
- It is agreed between GGUS and the ROC**
- It is kept up to date and relevant**
- It is intended to reduce misunderstanding**
- It should be easy to use and to understand**
- We need a lot of these to make GGUS work**
- Most have been written by Alistair with each ROC**

Documents 1000-3900



- **1000 Document index**
- **1100 Tutorial on GGUS-HelpDesk System**
- **1200 Workflows in GGUS**
- **1300 Short guide for support staff**

- **1500 Site Functional Tests**
- **1600 Support Operation Challenge Phase 1 (SOC-1)**

- **2000 FAQ for ROC**
- **2100 FAQ for CERN**
- **2200 FAQ for ROC-UK**
- **2300 FAQ for ROC-IT**
- **2400 FAQ for ROC-CE**

- **2500 FAQ for ROC-SW**
- **2600 FAQ for ROC-SE**
- **2700 FAQ for ROC-NE**
- **2800 FAQ for ROC-RU**
- **2900 FAQ for ROC-DCH**

- **3000 FAQ for ROC-FR**
- **3100 FAQ for ROC-TW**

- **3900 FAQ for CIC**

And



Feedback

