GGUS Overview

ROC_LA Workshop @ CERN

http://indico.cern.ch/conferenceOtherViews.py?view=it&confId=108833

2010/10/07

Maria Dimou

- What is GGUS, why does it exist?

- Register as a user, become a supporter.

- Submitting, re-assigning, duplicating tickets.

- Existing features not to forget.

- Work-flows and their advantages.

- Support Units' (SUs) perestroika.

- Reporting tools: the way to know if all goes well.

- Global Grid User Support https://ggus.org is The (main, central, official) ticketing system for reporting Grid-related incidents.

- GGUS was born in 2003, during the time of the EGEE project (Enabling Grids for E-sciencE) and keeps evolving with monthly releases.

- It is the ticketing system of choice for WLCG (WorldWide LHC Computing Grid) since 2007.

- EGI (European Grid Infrastructure) with its focus on NGIs (National Grid Initiatives) is fully integrated in GGUS via regional support portals.

- To enjoy GGUS full functionality one must have a valid personal certificate from a trusted CA loaded on his/her browser.

- To submit tickets via the web, check the FAQs, the reports, the Knowledge base, one must register via https://gus.fzk.de/admin/register.php .

- To see the tickets' internal diaries, act as a supporter, see the GGUS structure and re-assign tickets, one must become a supporter.

CERN**IT** Department

- Email to helpdesk@ggus.org
- Use the web form https://gus.fzk.de/pages/ticket.php
- Directly to a Site, ROC, NGI, VO (select on the web form).
- Duplicate ticket (button on the web form).
- Get help by the TPM (default supporter).
- Subscribe to other people's tickets (button on the web form).

- Add/remove people in Cc as a user to get additional info/help.

- Involve others as a supporter to find a solution sooner.

- Ticket wrongly assigned? As a supporter You can change this.

- I am a site. What is pending for me? https://gus.fzk.de/stat/ttt.php and other tools exist for you.

- It started as a mail thread but it takes time. Paste it in a GGUS ticket, get qualified help.

- Re-adjust ticket priority based on reality as a user or supporter.

- Escalate ticket to get faster response. There is a button.

- Ask for an FAQ creation. There is a flag.

- Make self-tailored reports https://gus.fzk.de/stat/stat.php

- I don't know who can solve this, I let the TPM (Ticket Process Manager, see their functions here) decide who can help me. Submit ticket, no special selection.

- An incident concerns a given site, I want to inform them directly, the ROC/NGI to get the ticket assignment and the responsibility for a good solution. Submit ticket, select the site name.

- I want the VO experts to get the ticket assigned to them directly. Submit ticket by email to vo-user-support@ggus.org

- It is not my problem but I want to open a ticket for another user. Submit ticket, put user's email in Cc: and select *Notification mode: **never***

- TEAM tickets for experiment shifters. They all own the ticket, they must be in a dedicated VOMS Group.

- ALARM tickets for authorised experiment experts, they must be in a dedicated VOMS Group, they can be sent to the Tier0 and Tier1s.

- Organised in 3 levels:

    - 1st level:TPM (for some SUs it can be skipped).

    - 2nd level: various service areas, all the ROCs/NGIs and now Deployed Middleware Support Unit (DMSU).

    - 3rd level: various middleware experts.

- New features are added via monthly GGUS Releases. Tracked via savannah.

- Many new SUs planned for October 27th [details here]. Mostly 3rd level gLite middleware SUs:

  - gLite UI

  - gLite WN

  - gLite VOBOX

  - gLite Yaim Core

  - gLite Java Security

  - gLite Hydra

  - gLite identity

CERN IT Department

- More 3rd level additions this month:
  - Batch systems' integration (utils):
    - Torque
    - SGE
    - Condor
    - LSF
  - ARC
  - ARC_DEPLOY
  - IGE (Initiative for Globus in Europe)
- Under 3rd level EMI:
  - UNICORE-Client
  - UNICORE-Server
  - Proxyrenewal
  - Gridsite
  - Testbeds
  - QA Tools

- It gives you a persistent URI to refer to.

- It allows tickets to change SUs so to land with the right expert sooner rather than later.

- Grid specialists make FAQs for you.

- Grid developers and yourself make reports for progress monitoring.

- For the Heavy User Communities (e.g. HEP) if an incident is not in GGUS, then it does not exist.