

Future WLCG Helpdesk

WLCG Operations Coordination Meeting 1.09.2022

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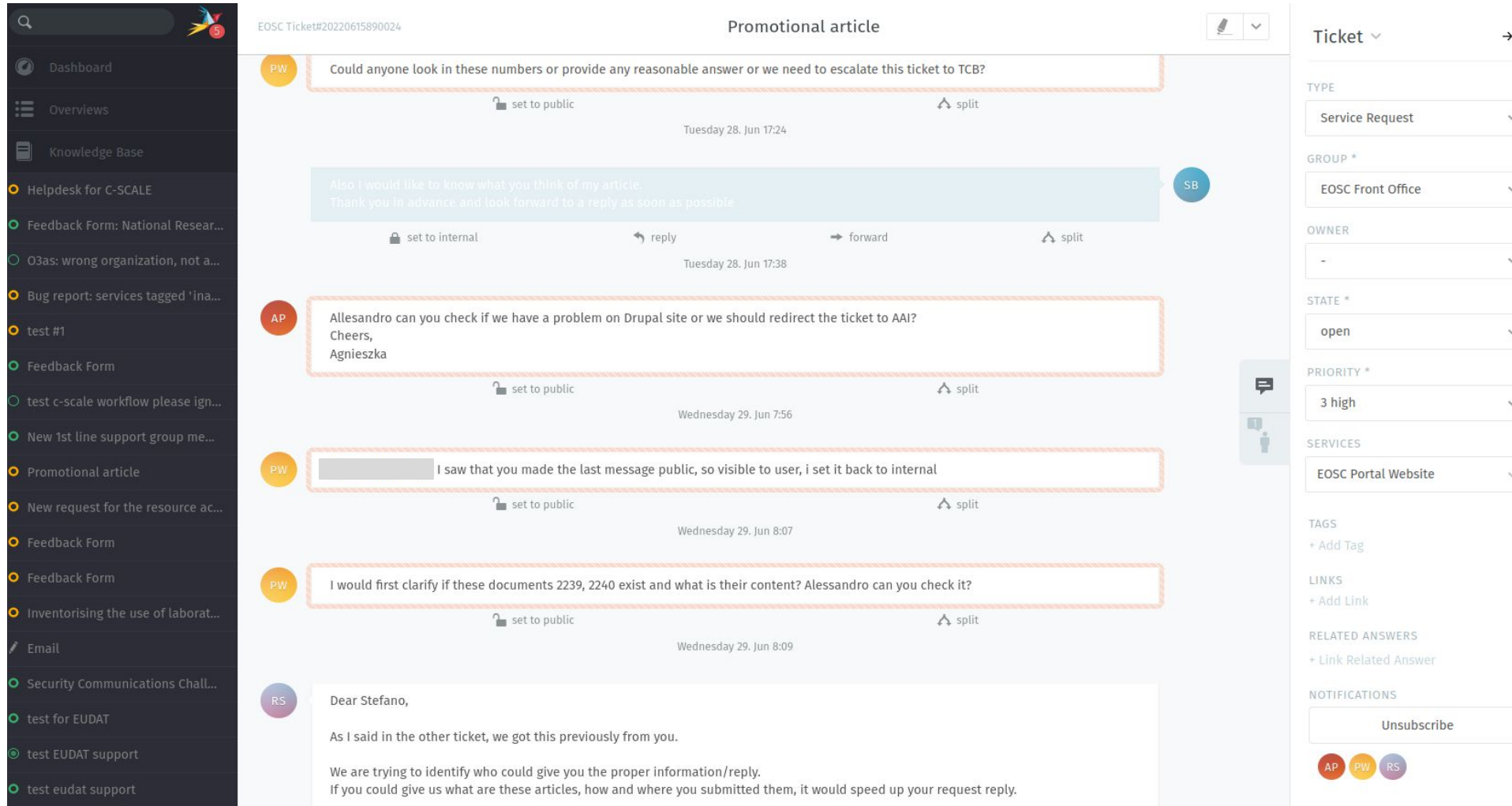


INTRO

- This presentation is not about Helpdesk, it's about Helpdesk project management
- The story has been started in 2020...
- 2020:
 - Initial ideas about EOSC Helpdesk (scalable system with modern interface and quick integration)
 - KIT agreed to provide EOSC Helpdesk in the scope of INFRAEOSCo3 Call (EOSC Future)
 - Consideration to migrate GGUS to the new Helpdesk platform
- 2021
 - Technology assessment (5 candidates, 3 test-beds, assessment report)
 - Negotiations with EOSC
 - Technology approval
 - Zammad open-source helpdesk deployment
- 2022
 - Q1: EOSC Helpdesk in production
 - Q2: Consultation talks with WLCG and other experiments
 - Q3: Collection of requirements (WLCG & EGI & Experiments)
 - Q4: Roadmap, analysis, prioritization, design and implementation plan



EOSC Helpdesk



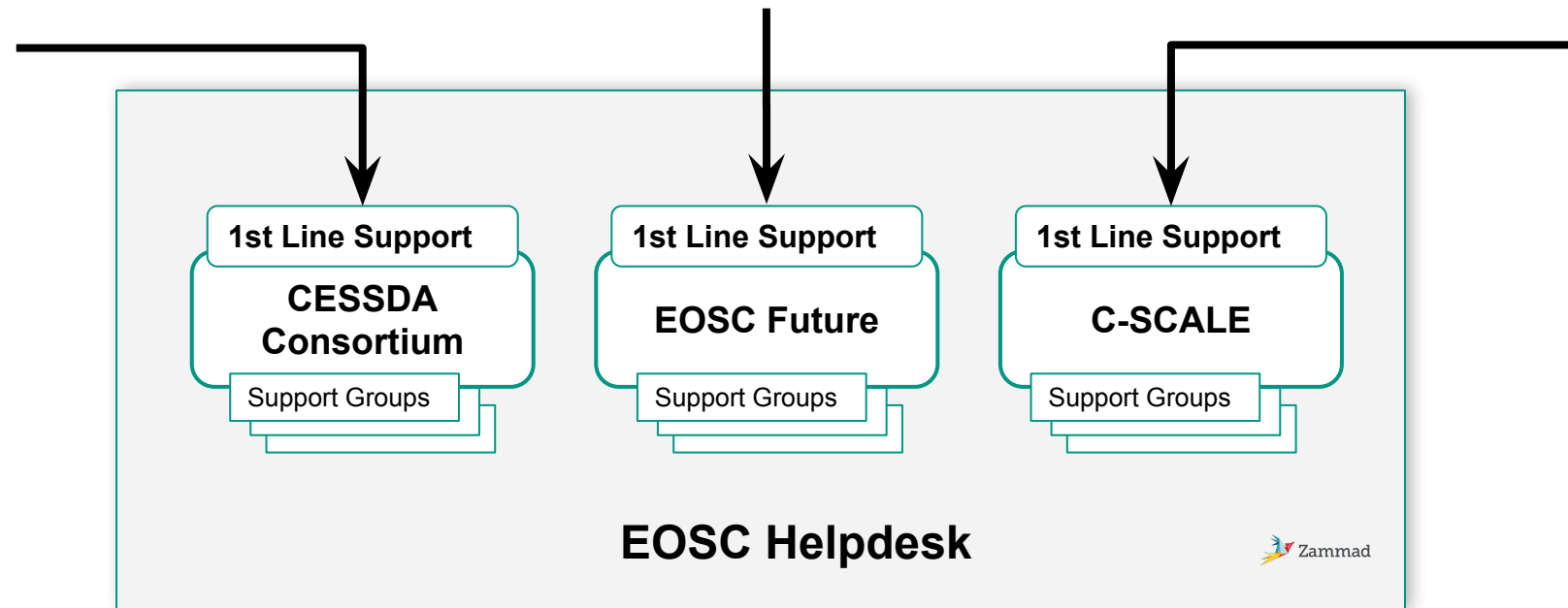
The screenshot displays the EOSC Helpdesk Ticket Processing Interface. On the left is a dark sidebar with a search bar and a list of navigation items: Dashboard, Overviews, Knowledge Base, Helpdesk for C-SCALE, Feedback Form: National Resear..., O3as: wrong organization, not a..., Bug report: services tagged 'Ina...', test #1, Feedback Form, test c-scale workflow please ign..., New 1st line support group me..., Promotional article, New request for the resource ac..., Feedback Form, Feedback Form, Inventorising the use of laborat..., Email, Security Communications Chall..., test for EUDAT, test EUDAT support, and test eudat support. The main area shows a ticket titled "Promotional article" with ID "EOSC Ticket#20220615890024". The ticket history includes: a public message from PW asking for an answer or escalation; a reply from SB stating they would like to know what the user thinks of their article; a message from AP asking Alessandro to check for a Drupal problem; a reply from PW stating the last message was made public and is now internal; and a message from PW asking for clarification on documents 2239 and 2240. The bottom section shows a response from RS to Stefano, explaining the process and asking for more details. On the right, a "Ticket" sidebar contains dropdown menus for TYPE (Service Request), GROUP * (EOSC Front Office), OWNER (-), STATE * (open), PRIORITY * (3 high), and SERVICES (EOSC Portal Website). It also includes sections for TAGS (+ Add Tag), LINKS (+ Add Link), RELATED ANSWERS (+ Link Related Answer), and NOTIFICATIONS (Unsubscribe button). At the bottom of the sidebar are avatars for AP, PW, and RS.

EOSC Helpdesk Ticket Processing Interface

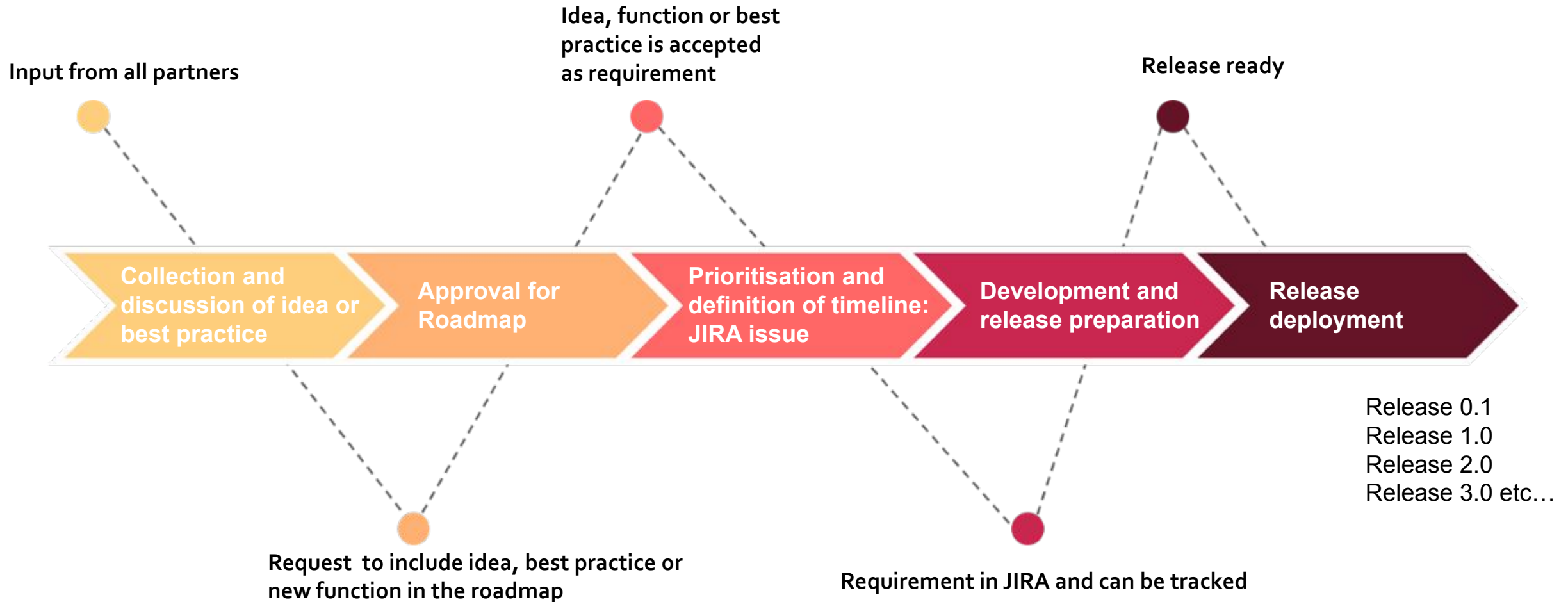
EOSC Helpdesk: Status and Infos

New EOSC Helpdesk is in production since March 1, 2022.

- Communities: EOSC Future, CESSDA, C-SCALE
- 47 Support Groups: 10 CESSDA and 26 EOSC, 11 for C-SCALE
- 233 registered users and 55 Agents
- ~200 tickets for EOSC Future, ~1000 tickets for CESSDA



Future WLCG Helpdesk: Release Management



- Iterative deployment process: Subset of functions->Release->Deployment->Testing->Validation

Future WLCG Helpdesk: Timeline, next steps

- Current status:
 - The initial draft of WLCG Helpdesk roadmap is ready
 - JIRA Project is created: <https://its.cern.ch/jira/projects/HD4WLCG/issues/HD4WLCG-4>
 - 2 tasks (integration with GOCDB and integration with Service Now) have been prioritised
- Next steps:
 - Collection of further requirements from all partners
 - Agreement on Helpdesk topology and description of major use cases
 - 1st Helpdesk release - next year

Thank you

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