GGUS – CERN Service Now interface

T1 Service Coordination Meeting

2011/01/20

- When a GGUS ticket submitter selects to notify Site:CERN-PROD, a ticket in the CERN ticketing system is automatically created.

- So far, this system is Remedy PRMS.

- CERN decided to migrate from PRMS to Service Now (SNOW).

- WLCG, GGUS and SNOW developers are working on the new interface between the two systems.

- Current due day of SNOW introduction: 2011/02/01.

- Renaming the GGUS Support Unit (SU) ROC_CERN to match SNOW 'entry point' for dispatching Grid-related incidents to the CERN IT services [savannah:118651]

- Developing a new interface to match SNOW fields. [savannah:118062]

- Including CERN-based GGUS SUs for 3rd level Middleware support in SNOW. CERN Service managers are not part of these SUs.

- This development is complex and challenging.

- We are doing our best to make this migration smooth.

- An update meeting will be held in the daily WLCG meeting room on 2011/01/25 at 15:30 CET.

- Please report any problems at the daily WLCG meeting or, preferably, open a GGUS ticket to be assigned to the GGUS SU.

  » Thank You!