



EMI User Support SA1.5

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Task SA 1.5

- provision of **3rd-level user support** for incidents and requests
- based on **Service Level Agreements** with customers e.g. EGI (template SLA in DNA1.2.1)
- main **success criteria** for this task
 - average response times for first reply
 - the average time needed to complete the analysis of an incident (provide workaround or send it to a middleware's bug tracker)

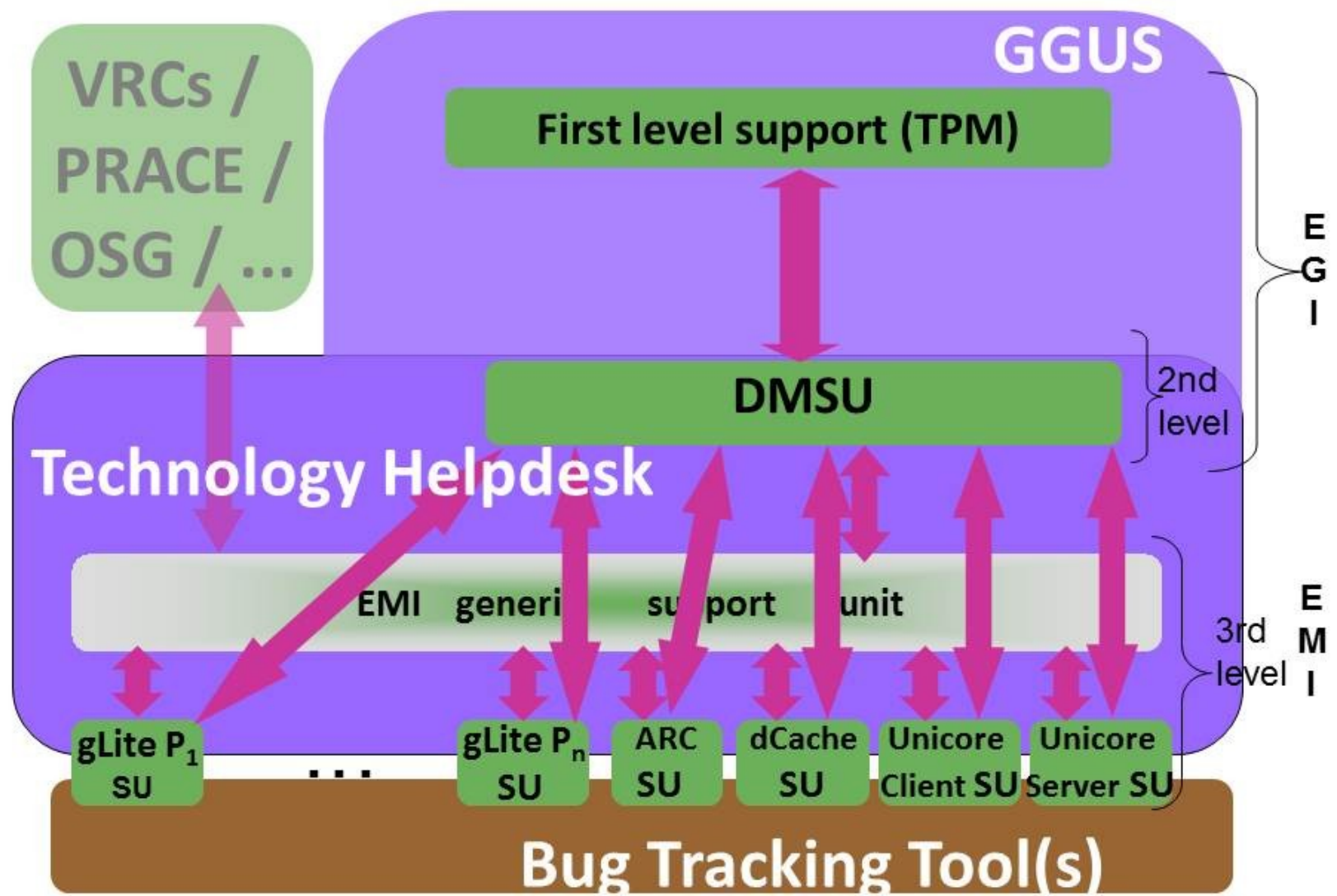
Basis for User Support (cited from EMI workplan)

- The EMI support team is integrated in the user support channels of the infrastructure providers
- To facilitate the integration of the teams, EMI will use the same tools and procedures put in place by EGI and based on the GGUS system, appearing as one or more GGUS 3rd-level Support Units

Achievements Year 1

- User support structure established
- Milestone MS17 (MSA1.1) „EMI support units integrated in GGUS“ reached with GGUS release on October 27, 2011
- User support guide provided

Support Structure



P: product; SU: support unit; DMSU: deployed middleware support unit; VRC: virtual research community

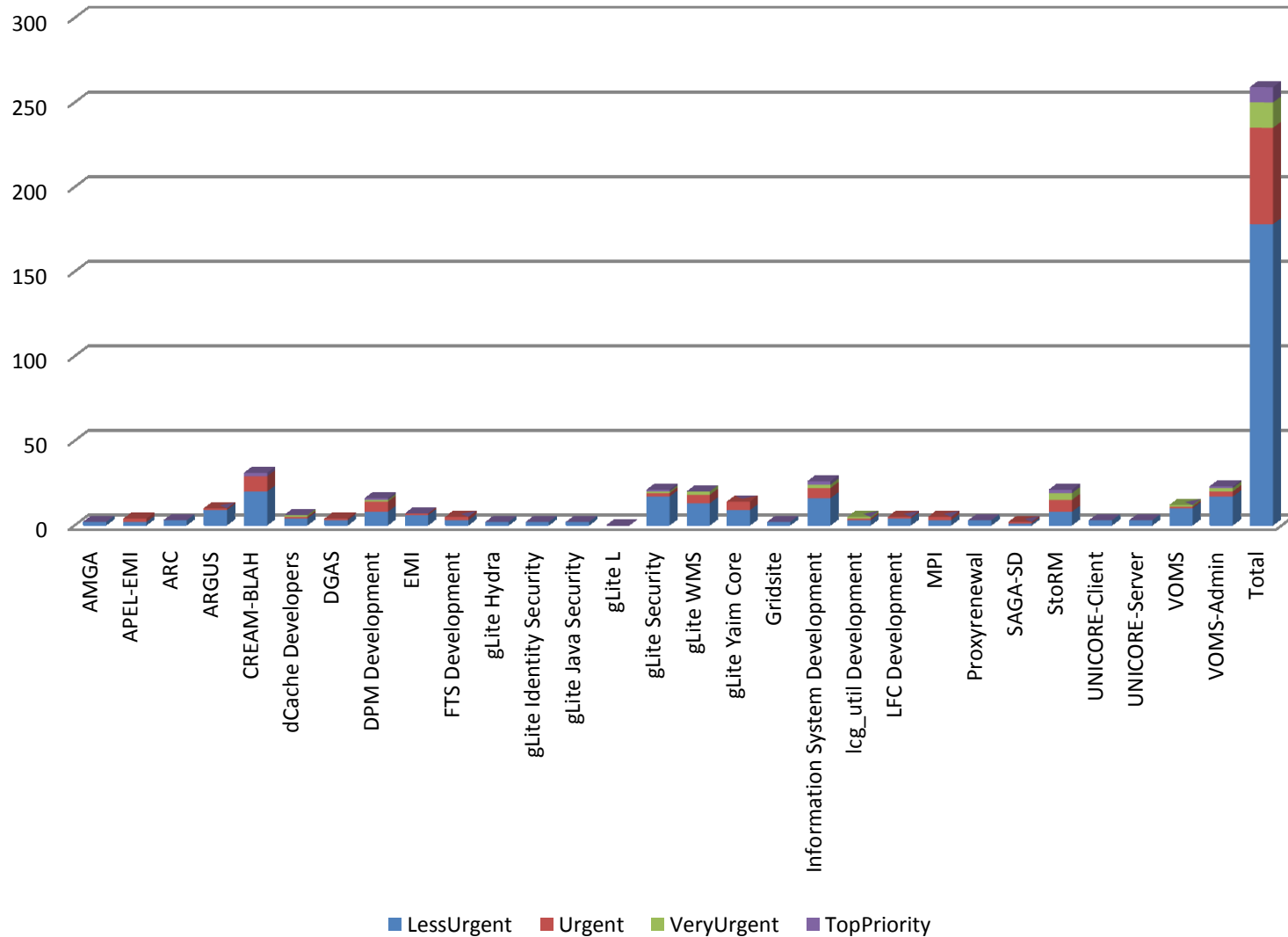
Web Based User Support

- User interface available at <https://ggus.eu>
- First and second level support currently by EGI
- EMI supporter interface: <https://ggus.eu/tech/dashboard.php>

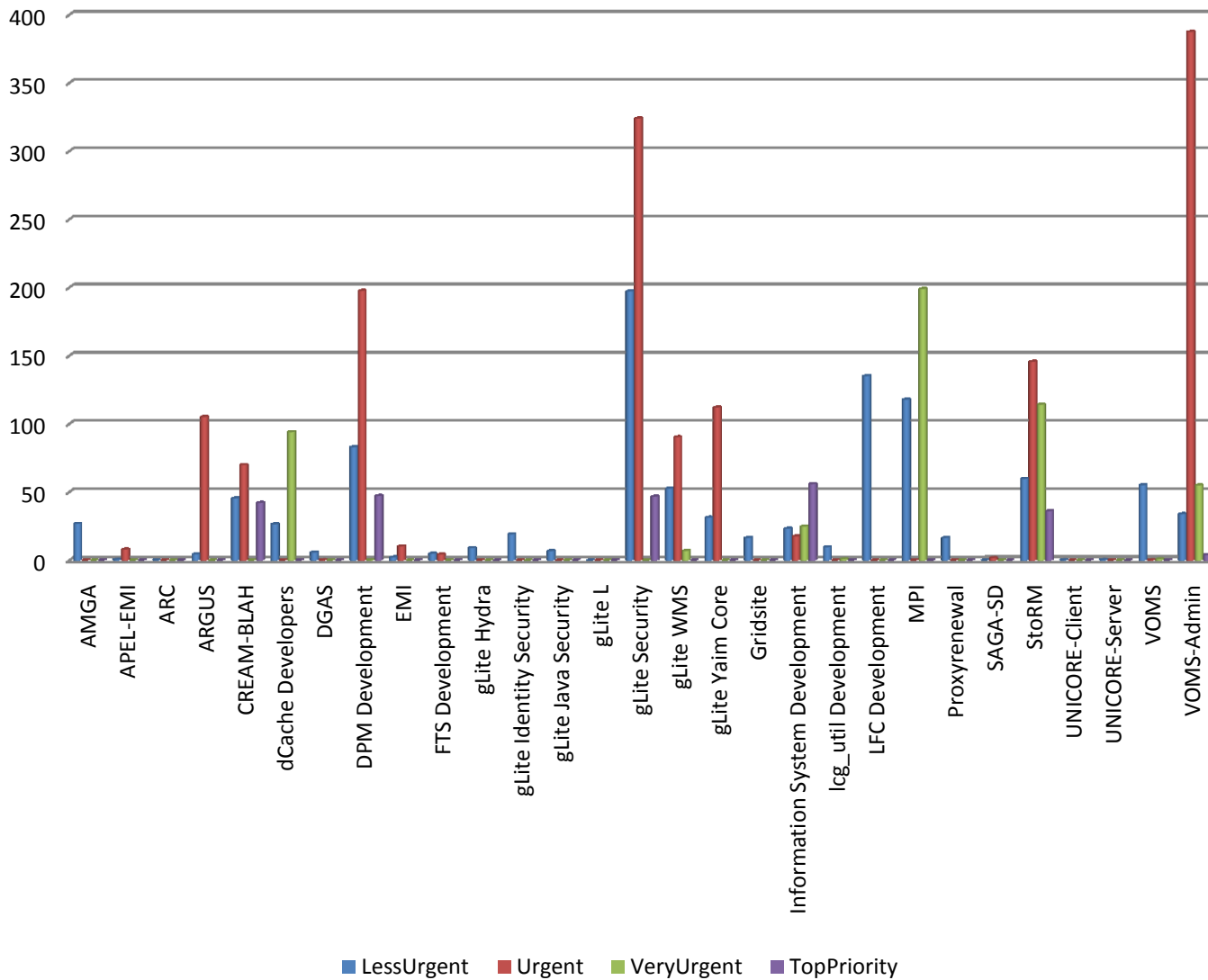
EMI's support units as of 25/05/2011

AMGA	FTS Development	lcg_util Development
APEL	gLite Hydra	LFC Development
ARC	gLite Identity Security	MPI
ARGUS	gLite Java Security	Proxyrenewal
CREAM-BLAH	gLite L&B	StoRM
dCache Support	gLite Security	SAGA-SD
DGAS	gLite WMS	UNICORE-Client
DPM Development	gLite Yaim Core	UNICORE-Server
EMI	Gridsite	VOMS
EMI Release Management	Information System Development	VOMS-Admin

Number of Tickets: May 2010 - Apr 2011



Average Time to Solution (days): May 2010 - Apr 2011



Lessons learned in Year 1

- GGUS is a EGI financed tool
 - No official communication channel besides RT tickets
 - EMI requirements seem to have low priority
- EMI supporters need training on how to deal with tickets assigned to their SU
 - Collaboration/communication with Product Teams has to be improved