

Experiment Support



GGUS – CERN SNOW (Service Now) interface 2nd update

For T1SCM

http://indico.cern.ch/conferenceDisplay.p y?confld=126076

2011/02/10



Events since last update I



- Presentation given to the CERN IT Service Managers now working in PRMS on 2011/01/25. Slides HERE.
- GGUS wrapper mapping to SNOW fields was ready on 2011/02/01.
- CERN IT testers, mostly ES and PES started creating GGUS test tickets to SNOW dev on 2011/02/02. Not very useful because:
 - Most testers couldn't login the SNOW dev instance.
 - The SNOW-to-GGUS direction needs some work(?)



Events since last update II



- GGUS web service call end point changed to the SNOW test instance on 2011/02/07 where access for all via CERN SSO. Tests stalled on SNOW team request, due to internal upgrade and bug fixing.
- Testers asked to resume tests on 2011/02/09 (see here who got the info!)
- Remaining questions:
 - If SNOW production date remains 2011/02/15 we don't have enough testing time for the SNOW-to-GGUS updates and ticket re-assignments in both systems.
 - What happens to the open GGUS-PRMS tickets?



Workflow reminder



- The new CERN Service Desk (1st Line Support) receiving a incident in SNOW will be asking the submitter to open a GGUS ticket for all Grid services (IT ES and GT groups' entries in the Service Catalog).
- GGUS tickets will be entering SNOW automatically for Support Units (SU):
 - ROC_CERN
 - Elog-operations
 - Several, in the area of 3rd line middleware support and monitoring (names in savannah:118650)

Author etc



Why we expect no loop



- ... but we should be testing with SNOW 1st and 2nd Line Support people involved!
- Because for the GGUS SUs entering SNOW the Service Desk is NOT involved.
- Such tickets go:
 - For ROC_CERN to "CERN GRID 2nd Line Support", (today's CERN SerCO helpdesk, who do the same triage now in PRMS).
 - For middleware, monitoring, elog, directly to the SNOW FEs which contain the real supporters' egroups behind.





The slides that follow were presented to the CERN Service Managers on 2011/01/25.

Also available on

https://twiki.cern.ch/twiki/pub/LCG/VoUserSupport/GGUS-SNOW-20110125.pdf



Why we need this interface



- When a GGUS ticket is assigned to SU ROC_CERN, 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: 2011/02/15.



GGUS tickets concerned in detail:



- The submitter or the GGUS TPM gave the field 'Notif[y|ied] Site:' value: CERN-PROD.
- The submitter or the GGUS TPM gave the field 'Assign to ROC/NGI | Responsible Unit' value: ROC_CERN.
- These can be USER, TEAM or ALARM tickets.



GGUS-PRMS vs GGUS-SNOW



- Today, when a GGUS ticket is assigned to ROC_CERN, the CERN Remedy ticket created via automatic mail feed. The 'token' is the address prms-rmf@sunar01.cern.ch. A member of today's CERN helpdesk assigns it to the right PRMS Category, Type, Item.
- In the SNOW era, such GGUS tickets will cause a web service call to SNOW. The 'Assignment Group' it-contract-generic@cern.ch behind SNOW FE 'CERN Grid 2nd Line Support' will dispatch to the SNOW FEs containing the right Service Managers.



What we are doing



- Matching the GGUS Support Unit (SU)
 ROC_CERN to SNOW FE 'CERN Grid 2nd
 Line Support', the 'entry point' for
 dispatching Grid-related incidents to the
 CERN IT services [savannah:118651]
- Developing a GGUS wrapper to match SNOW fields when placing a web service call. [savannah:118062]
- Including CERN-based GGUS SUs for 3rd level Middleware support in SNOW. CERN Service managers are not part of these SUs [savannah:118650]. Details are not part of this presentation.

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GGUS – SNOW Field Map I



GGUS	SNOW	Comment
Submitter (true user)	GGUS Service Desk	Standard value as in PRMS.
Date of problem	Not mapped.	The web service call date. Same in PRMS.
Priority	Impact	Diff values. Needs calculation by wrapper. Not mapped in PRMS.
Responsible Unit	Assignment Group	
Status	Incident State	Diff values. Needs calculation by wrapper. Not mapped in PRMS.



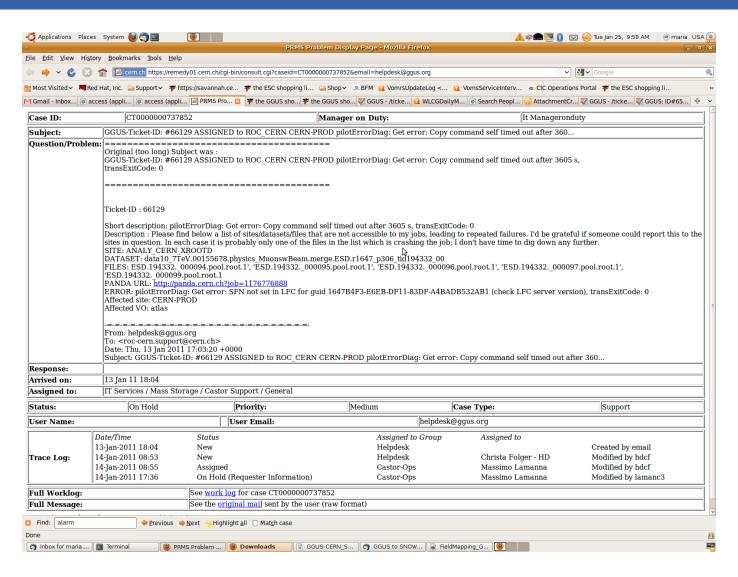
GGUS - SNOW Field Map II



GGUS	SNOW	Comment
(Short) Description	Short Description	
Description	Comments	
Public Diary	Comments	
Internal Diary	Work-notes	In PRMS only the ticket-ID is returned.
Solution	Solution	
Attachments	Attachments	Needs work in wrapper as the incident sys_id is required.
Last Modifier		Convention agreed amongst developers.







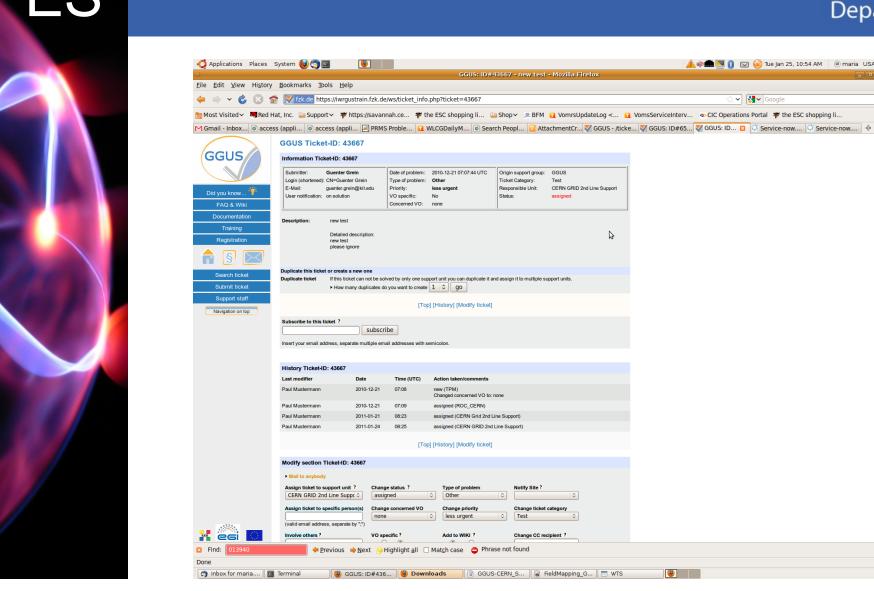
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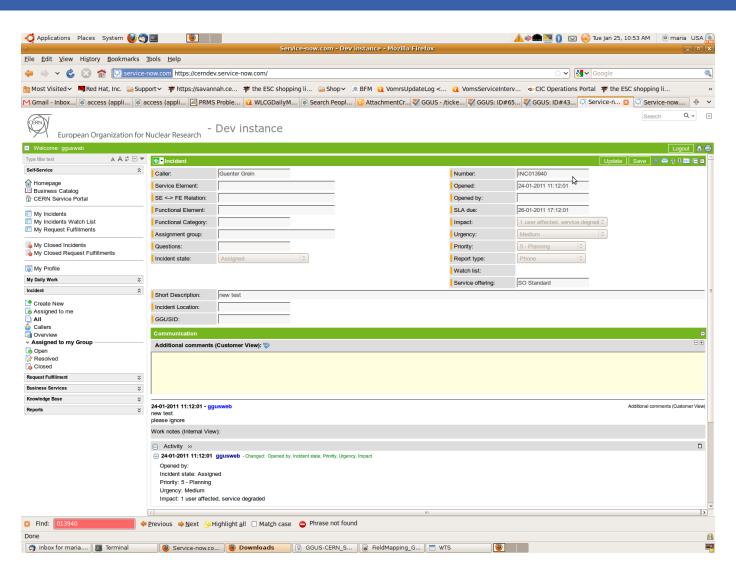
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Submitter: ALARMer in VOM(R)S → GGUS



Submission method	Notified Site on GGUS ticket	Who gets notification (email)	Who gets assignment (GGUS ticket) Automatica Ily. No TPM!	PRMS/SNO W ticket created automatical ly?
GGUS web form for ALARM ticket submission (restricted access)	CERN- PROD alias CH-CERN	[VO-]Operator- alarm@cern .ch	PRMS:Roc- cern.support @cern.ch SNOW: <u>it-</u> <u>contract-</u> <u>generic@cer</u> <u>n.ch</u>	Yes, further dispatch during working hours by the SerCO contract!



Submitter: TEAMer in VOM(R)S→GGUS



Submission method	Notified Site	Who gets notification (email)	Who gets assignme nt (GGUS ticket)	PRMS/SN OW ticket created automatic ally?
GGUS web for TEAM ticket submission (restricted	Optional! CERN- PROD alias CH-CERN	If site selected: grid-cern-prod-admins@c	PRMS: Roc- cern.suppo rt@cern.ch	Yes, further dispatching by the SerCO contract,
access)		ern.ch Else, TPM.	SNOW: <u>it-</u> <u>contract-</u> <u>generic@c</u> <u>ern.ch</u>	i.e. during working hours!



Submitter: Any user



Submission method	Notified Site	Who gets notification (email)	Who gets assignmen t (GGUS ticket)	Is there a PRMS?SNOW ticket created?
Email to helpdesk@gg us.org	Not possible	TPM	The TPM decides from the message body.	Yes, IF TPM assigns to Responsible Unit ROC_CERN
GGUS Web form for usual ticket submission form (certificate or GGUS login required).	Optional! CERN- PROD alias CH-CERN	IF Site selected: grid-cern- prod- admins@ce rn.ch. Else, as per row 1	IF Site selected: PRMS: Roc-cern.support@cern.ch. SNOW: it-contract-generic@cern.ch	If Site selected Yes, CERN ROC people select PRMS category i.e. during working hours!

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Where to report problems



- This development is complex and challenging.
- There will be more GGUS fields mapped to SNOW than there used to be in PRMS!
- We are doing our best to make this migration smooth.
- Please report any problems at the daily WLCG meeting or, preferably, open a GGUS ticket to be assigned to the GGUS SU.

» Thank You!