User problems do not go to /dev/null

https://twiki.cern.ch/twiki/bin/view/LCG/VoUserSupport

Grid Operations Workshop

2007-06-14

What we hear

- GGUS tickets take too long to be solved.

- The solution is not satisfactory.

- Show us the expert and spare us the ticketing system.

What we fear

- The perception of the truth counting more than the truth itself.

- A lack of trust building up.

- Users ignoring the support structure.

- Supporters getting discouraged.

- Service providers having no time for support.

- User-to-expert communication not scaling.

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What we wish

- Clear information flow in tickets or procedures.

- Up-to-date, easy-to-find documentation.

- Ticket reviews with the 1st line supporters within the LHC VOs.

- Concrete proposals in the GGUS tickets aiming to reduce the ticket turn-around time.

- Awareness increase of users, supporters and sites of the Grid's main information sources, i.e. GGUS, GOCdb, gocwiki, CIC portal.

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What we do

- Talk to the VO 1st line supporters in regular or ad hoc meetings http://cern.ch/dimou/lcg/UserSupport

- Monitor ticket assignment and solution times, report at the ROC managers' meetings http://goc.grid.sinica.edu.tw/gocwiki/TPM_monitoring_reports

- Improve the GGUS interface via monthly releases based on a shopping list https://savannah.cern.ch/support/?group=esc

- Cross-check VO and sites' issues in the Operations and other meetings (ESC, EMT, special purpose).

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Who does what

- Diana Bosio: TPM Monitoring, CERN ROC, ESC Chair, afs ui deployment, GGUS release plan with the developers.

- Maria Dimou: TPM Monitoring, LHC VO Support, VOM(R)S WG chair, GGUS shopping list contributor.

- Alistair Mills: ESC secretary, EU reporting, resource planning.

- Tosten Antoni, Guenter Grein, Helmut Dres: GGUS development.

- All: Documentation review.

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Useful information

- GGUS use and registration methods [link].

- Tailored reports for LHC VOs' open tickets [link].

- GGUS development plans and improvement requests in the shopping list. [link]

- GGUS information about and for Support Staff [link].

- goc wiki (contains User, Admin and TPM FAQs) [link].

Other information sources

- **About the status of a site:**

    - GOCDB (shows site status).

    - SAM results

    - Gridview Site availability graphs.

- **About the choices of a VO:**

    - Freedom of Choice for Resources (FCR)

    - LHC Experiment dashboard

All linked from here!!

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Challenges

- Lack of SLAs (required response times are not always documented).

- Documentation retrieval and update.

- Developers/deployers/service providers/supporters/TPMs introducing delays. They may be natural but they create a 'reputation'.

- A GGUS ticket can hide a savannah bug.

- Different support models adopted by the VO, not always matching the GGUS flat support structure.

- The ESC needs momentum.

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