

GGUS – CERN SNOW (Service Now) interface 3rd update

For T1SCM

<http://indico.cern.ch/conferenceDisplay.py?confId=128850>

2011/02/24

- The GGUS-to-SNOW direction entered production on 2011/02/15, day of SNOW introduction at CERN **only** for the GGUS Support Unit (SU), also called Responsible Unit

»ROC_CERN

- All the GGUS SUs which concern 3rd level middleware support **and** are hosted by CERN/IT/GT
- The new elog-operations SU
»Why?

Supporters wish full functionality.
The SNOW-to-GGUS direction
is not in production yet.

- GGUS: Check work flow flags for legacy tickets on production entry date for SNOW interface for 3rd level middleware SUs to avoid import of old tickets
[\[savannah:119242\]](#)
- SNOW: Include the relevant clickable GGUS ticket URI.
- SNOW: Investigate GGUS developer's access problems.
- SNOW: Test the SNOW-to-GGUS direction for ticket updates.

1. CERN: Decide how to handle SNOW's feature to only allow ticket handling within a given Assignment Group (e.g. what happens to ALARMS, if service managers are available on best effort basis and the ticket is still in the hands of the (SerCO) helpdesk (now called CERN GRID 2nd Line Support). In progress.
2. CERN: Update instructions for supporters (all levels) and operators, as necessary. Mostly done. To review when 1 done.

- SNOW: Decide what to do with SLA values – publish? - Enable notifications?
- All: As there is no 'Related Issue' field in SNOW how will 3rd level middleware support SUs record the relevant savannah bugs?

- CERN: On 2011/02/17 Zhechka, Guenter, Maria in a technical meeting decided to not synchronise the GGUS SU value with SNOW during ticket **updates** to avoid supporters losing access to their tickets. Feedback to us please.
- GGUS: Pending handling ticket re-opening, especially if re-opening happens after the final closing of the SNOW tickets.

- 2011/01/25 to the CERN Service managers [Click here!](#)
- 2011/02/10 at the T1SCM [Click here!](#)



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. Calculated in wrapper. Not mapped in PRMS.
Responsible Unit	Assignment Group	Only mapped at ticket creation time. Diff values for ROC_CERN & others.
Status	Incident State	Diff values. Calculated in wrapper. Not mapped in PRMS.

GGUS	SNOW	Comment
(Short) Description	Short Description	
Description	Comments	
Public Diary	Comments	
Internal Diary	Work-notes	Done. Added functionality. In PRMS only the ticket-ID was returned.
Solution	Solution	
Attachments	Attachments	Needs work in wrapper as the incident sys_id is required.
Last Modifier		Full person's name.

- There are more GGUS fields mapped to SNOW than there used to be in PRMS!
- SNOW is more rigid than PRMS was in terms of getting update access on tickets.
- 3rd level middleware SUs will be harder because not all supporters are at CERN, so won't use SNOW.
- Please report any problems at the daily WLCG meeting or, preferably, open a GGUS ticket to be assigned to the GGUS SU.

» Thank You!