

GGUS TEAM Tickets to Tier0

For T1SCM

<http://indico.cern.ch/conferenceDisplay.py?confId=131670>

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- TEAM tickets are co-owned by all members of the relevant VOM(R)S Group.
- When 'Notify Site: CERN-PROD' is selected an email notification is sent from GGUS to grid-cern-prod-admins@cern.ch at ticket creation time.
- The membership of this e-group includes all grid and Castor service managers.
- TEAM tickets are not more urgent or more important than user (alias 'usual') tickets.
- Therefore, support can be offered by the above e-group members only on best-effort basis.
- As long as the SNOW-to-GGUS path is not in official operation supporters have agreed to reply in GGUS; some non-grid services were not aware of this and have now been informed (e.g. AFS).