Karlsruhe Institute of Technology

New WLCG helpdesk. Status and plans.

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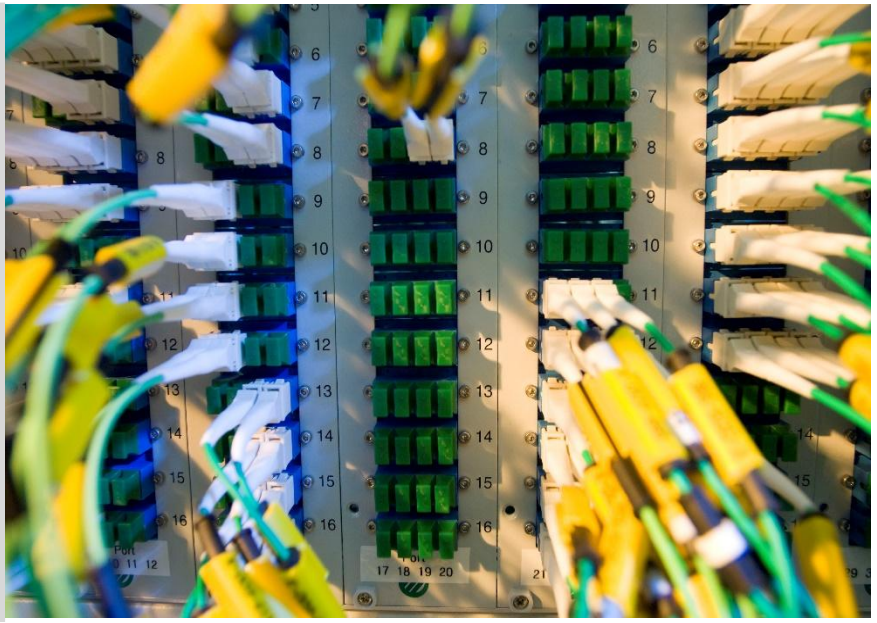
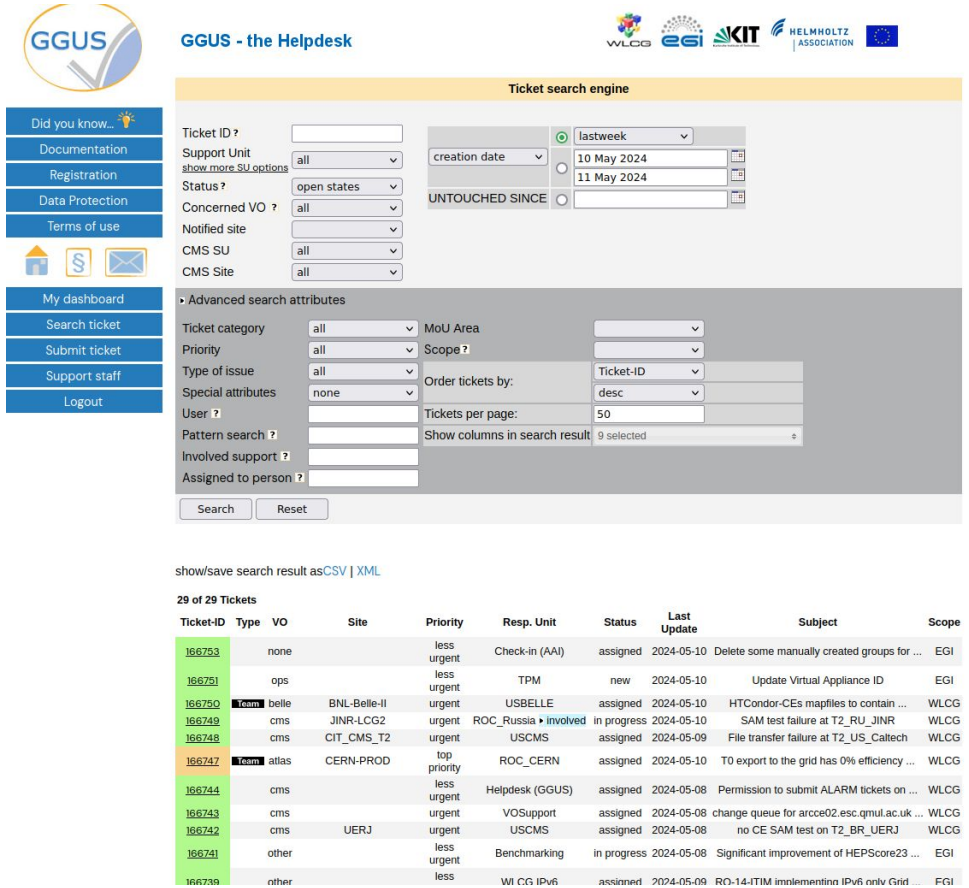
Scientific Centre for Computing

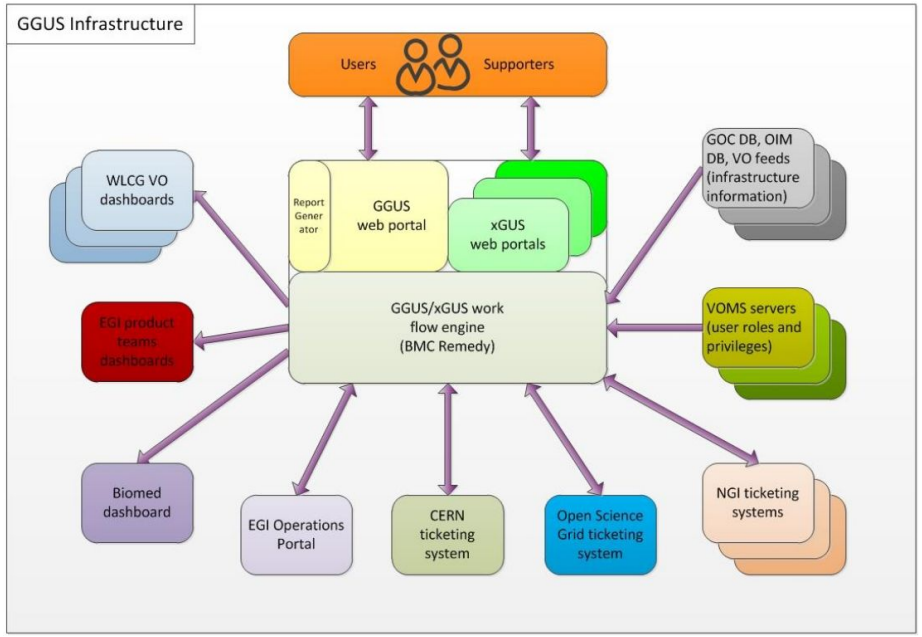




Part 1: GGUS retirement

GGUS retirement

- Over 20 years of stable operations (~200k tickets)
- Many integrations with other systems
- Served **WLCG and EGI**



- Strategic decision to replace it with new system which meets current requirements of WLCG and EGI

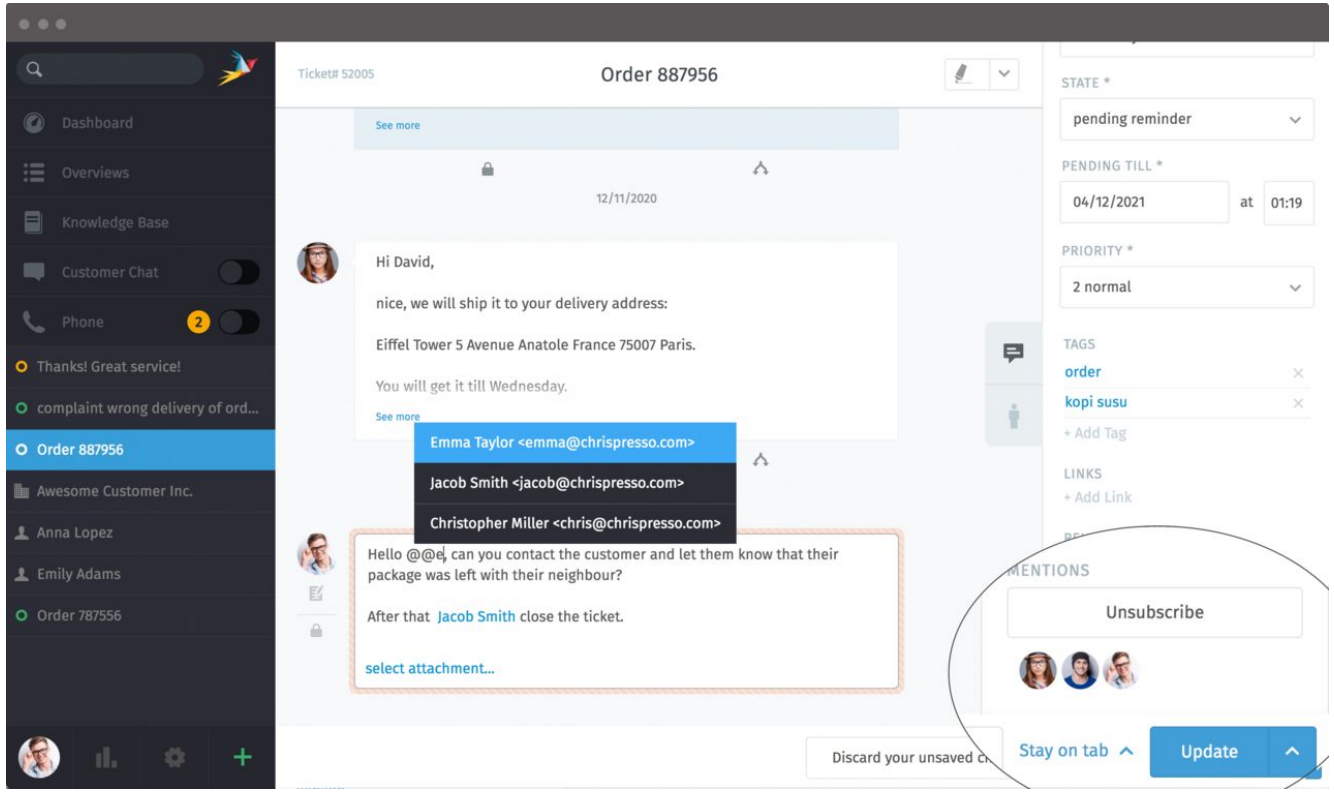
- Step-by-step retirement process
  - Parallel running of both new/old systems
  - Gradual migration of support units, roles etc.
- Stop at the end of 2024
- Read-only mode after

Part 2: New Helpdesk Technology

New Helpdesk Technology

Open-source rapidly developed technology Zammad

Custom workflows (filters, automatic ticket assignment automatic escalation procedure, notifications)
Elasticsearch
Easy to integrate



New Helpdesk Technology

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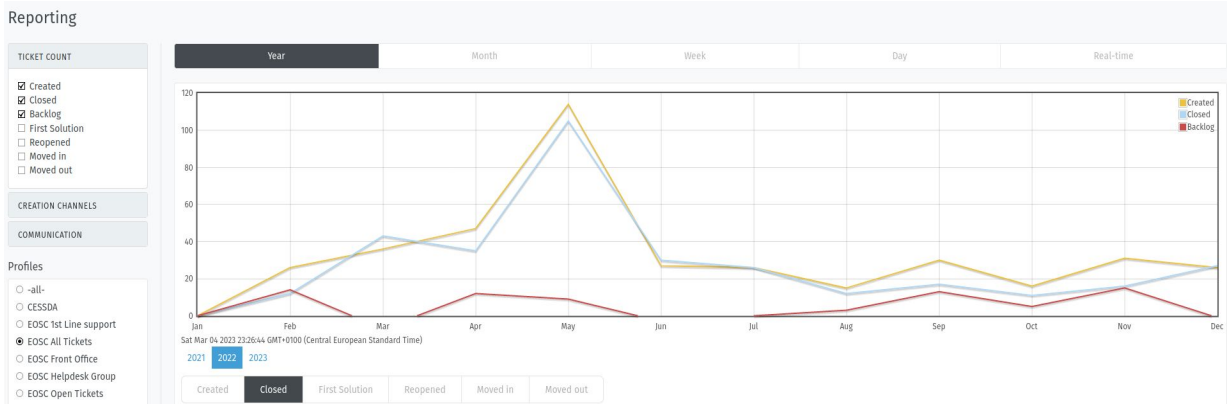
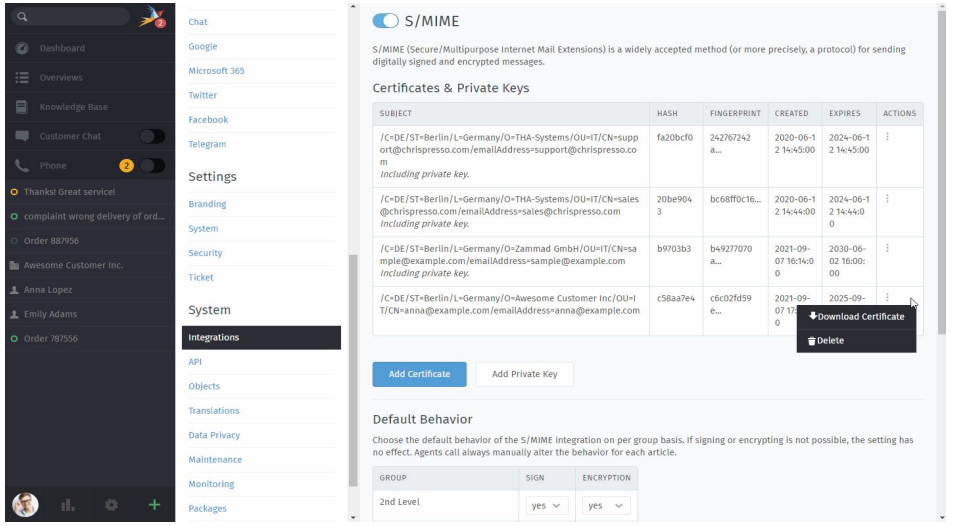
Detailed build-in statistics and reporting



Security features

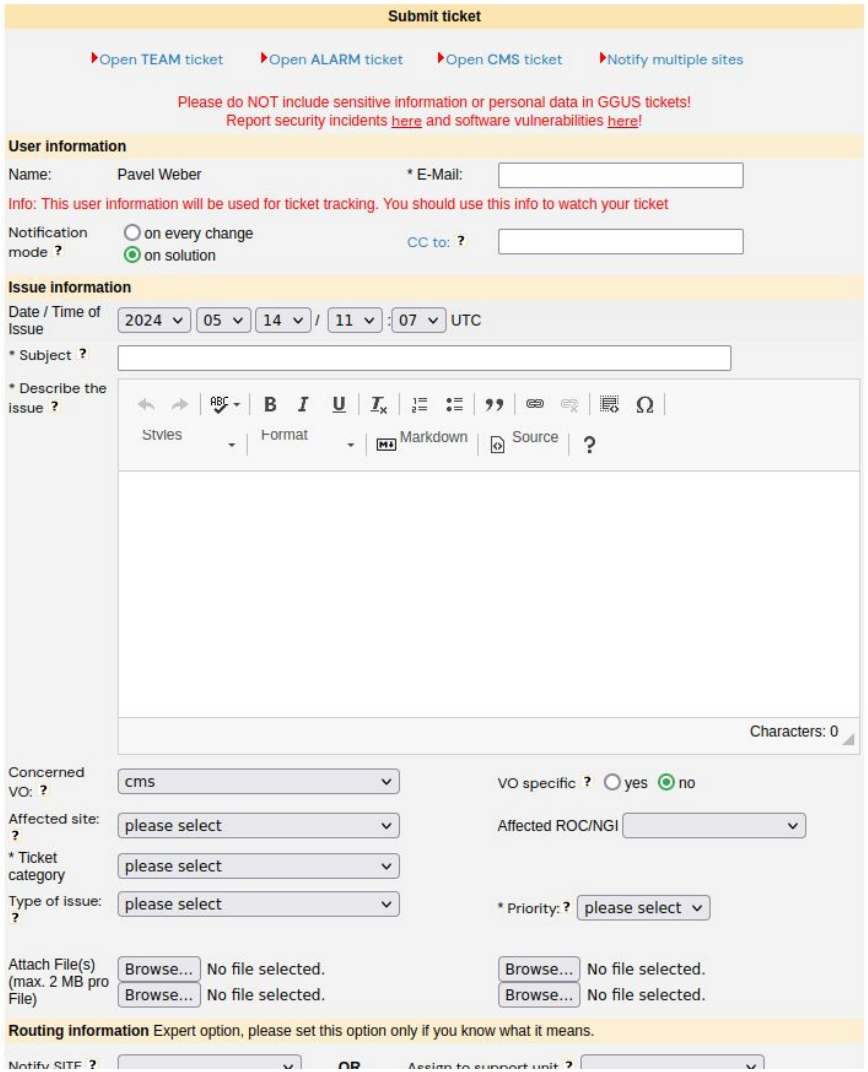
- S/MIME Support
- Access history
- Connected Devices



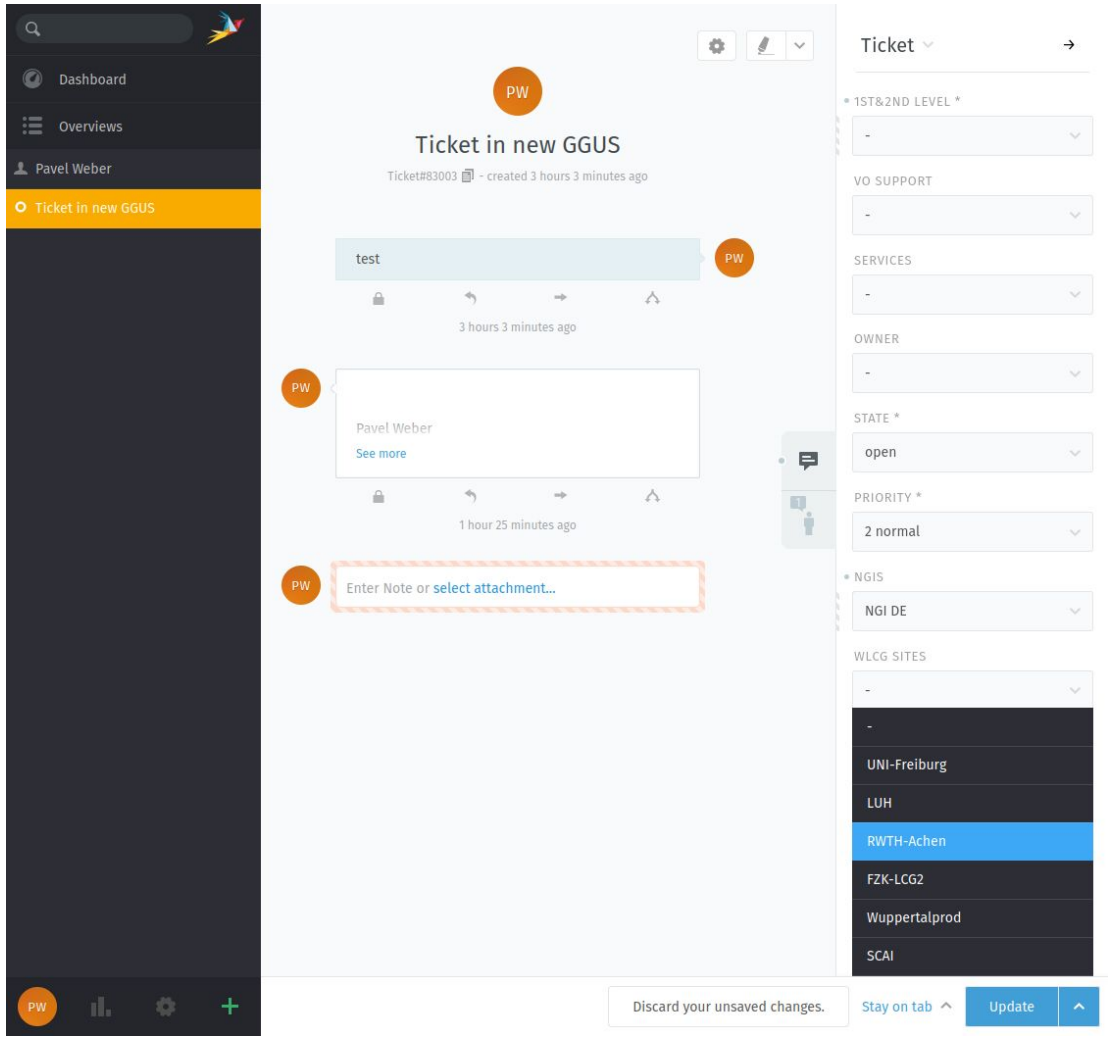
New Helpdesk Technology

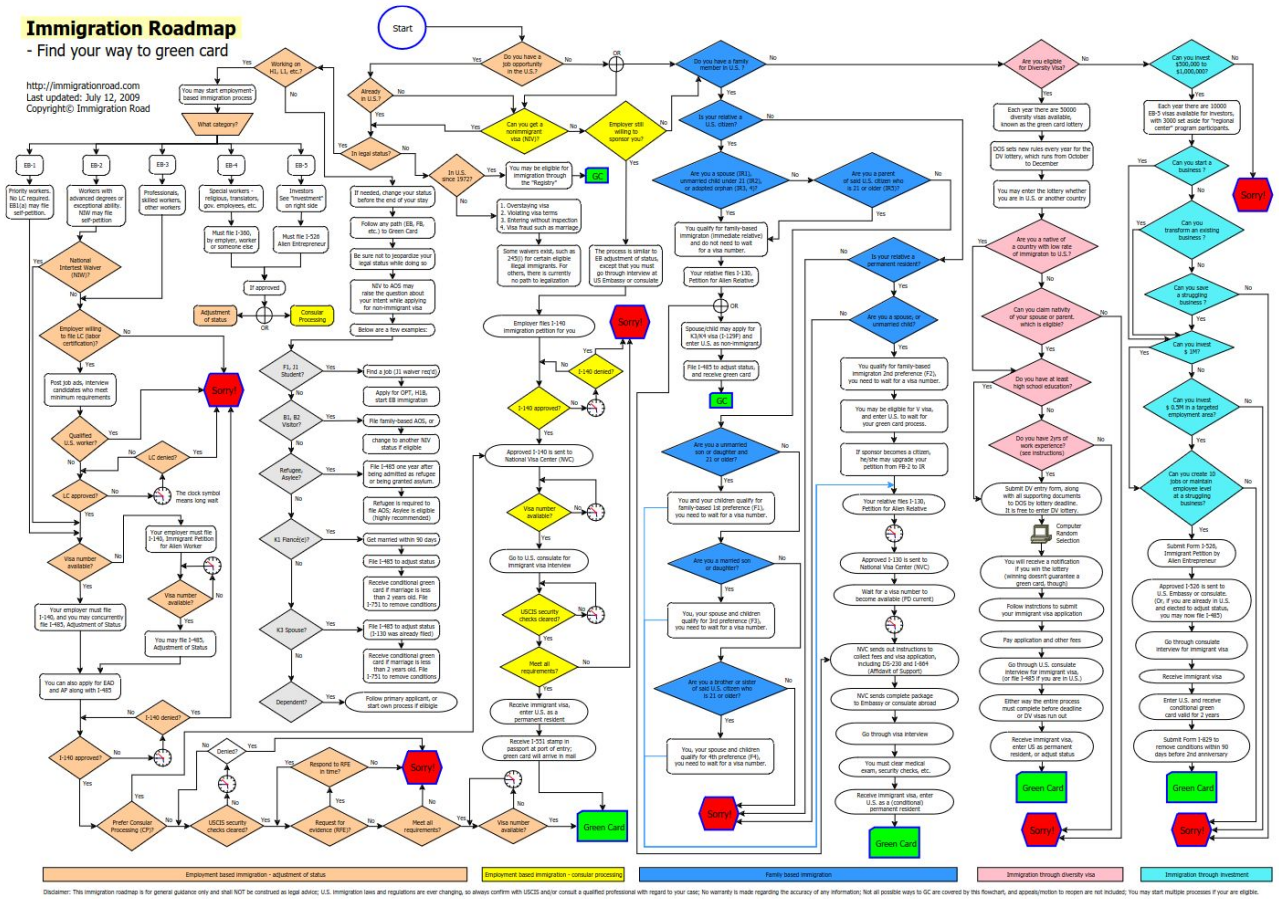
- Zammad fits best to *peculiar* requirements of WLCG for ticketing system, which is not a standard Heldpesk (Customer ⟷ Support Staff):
  - to support synchronous work of many groups, institutions, divisions and to enable **structured communication** and collaboration
  - Scalability
  - Support units hierarchy
  - Multiple ticket types
  - Complex notification scheme

Migration to new Technology



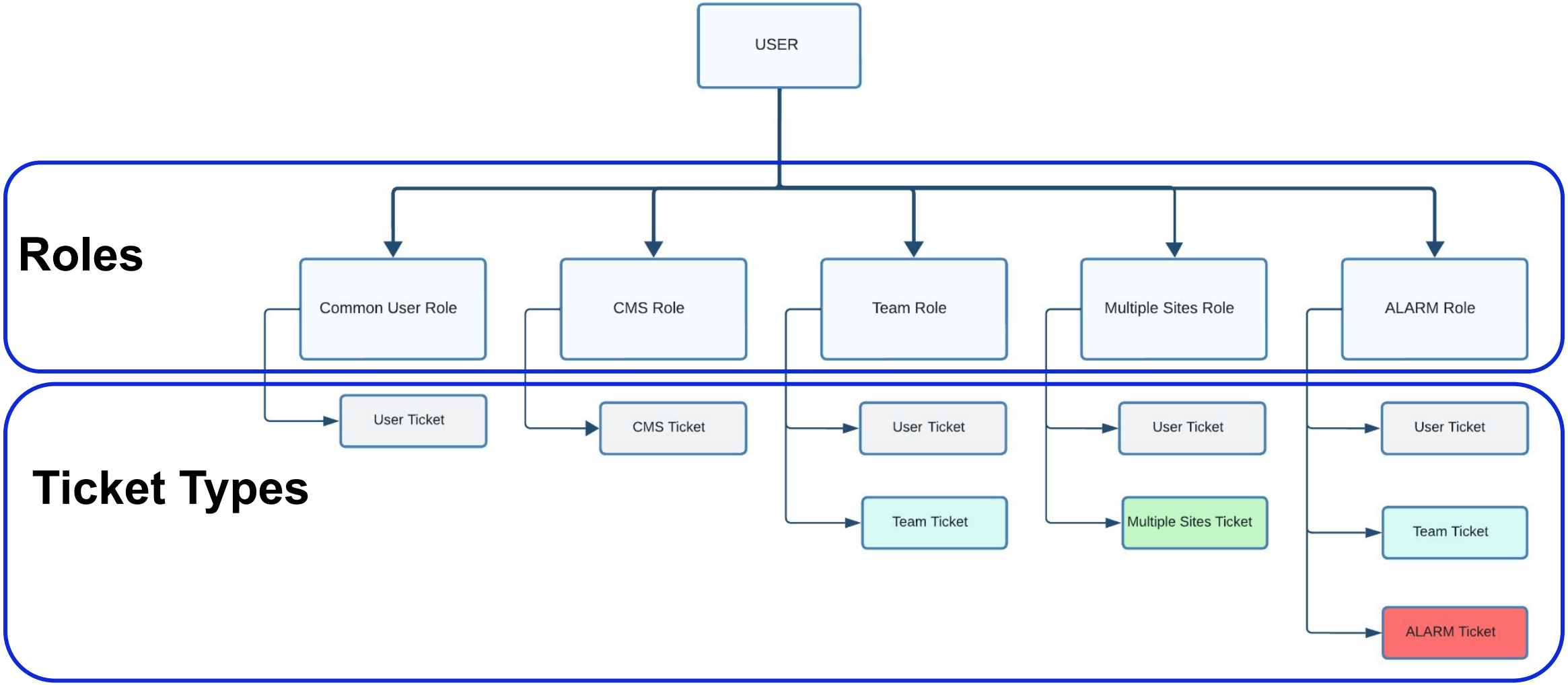
UI and workflows:
Revision & Adaptation





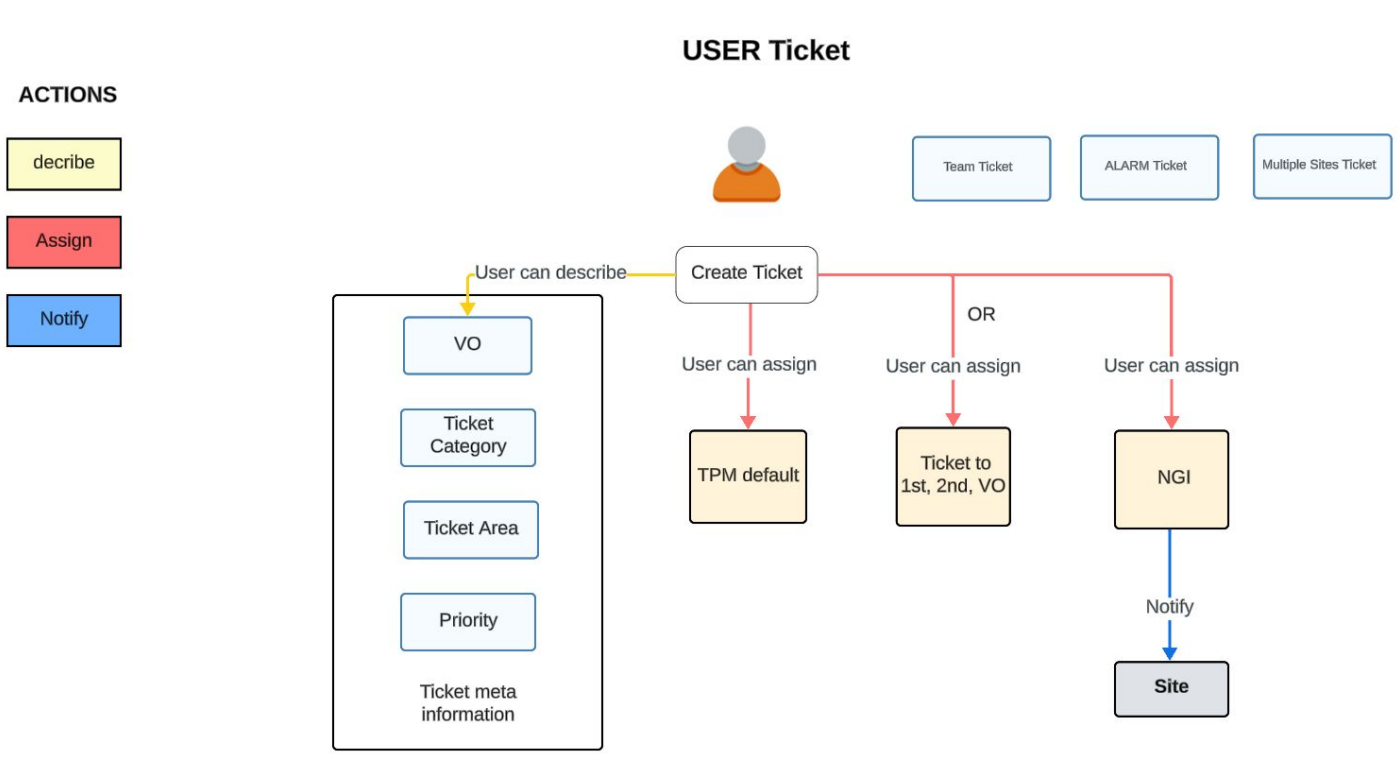
Part 3: Major WLCG Workflows

Roles and Ticket Types

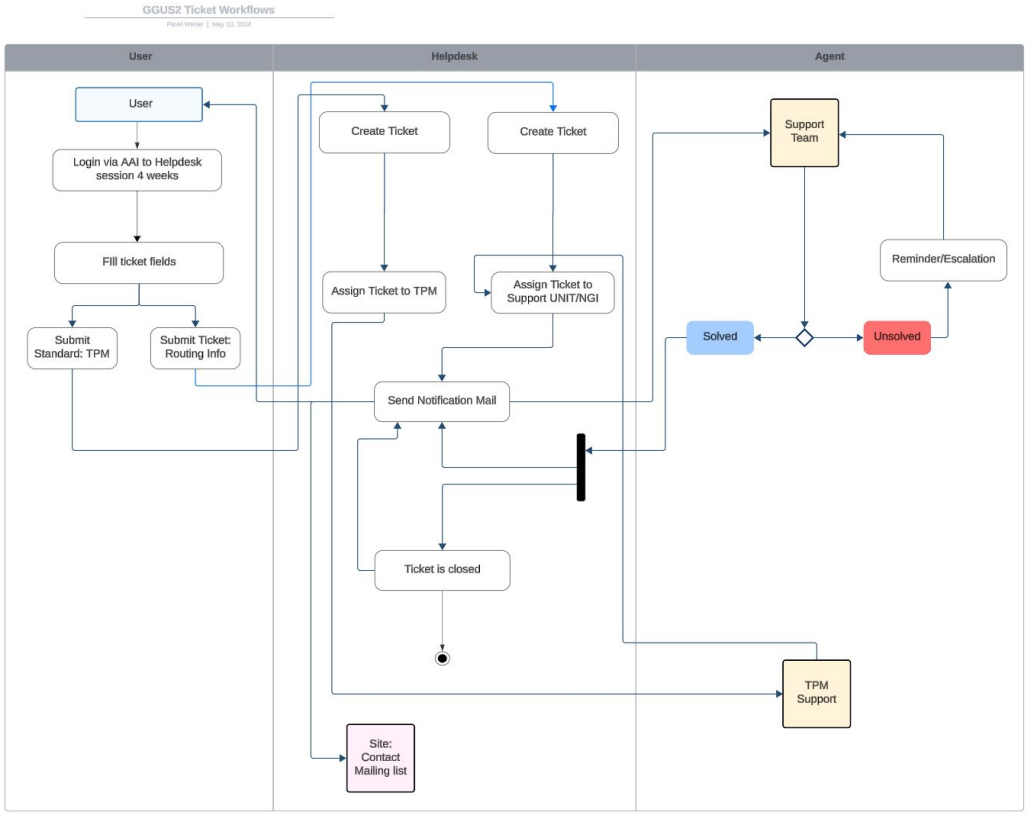


Workflows Examples

High-level diagram: User ticket

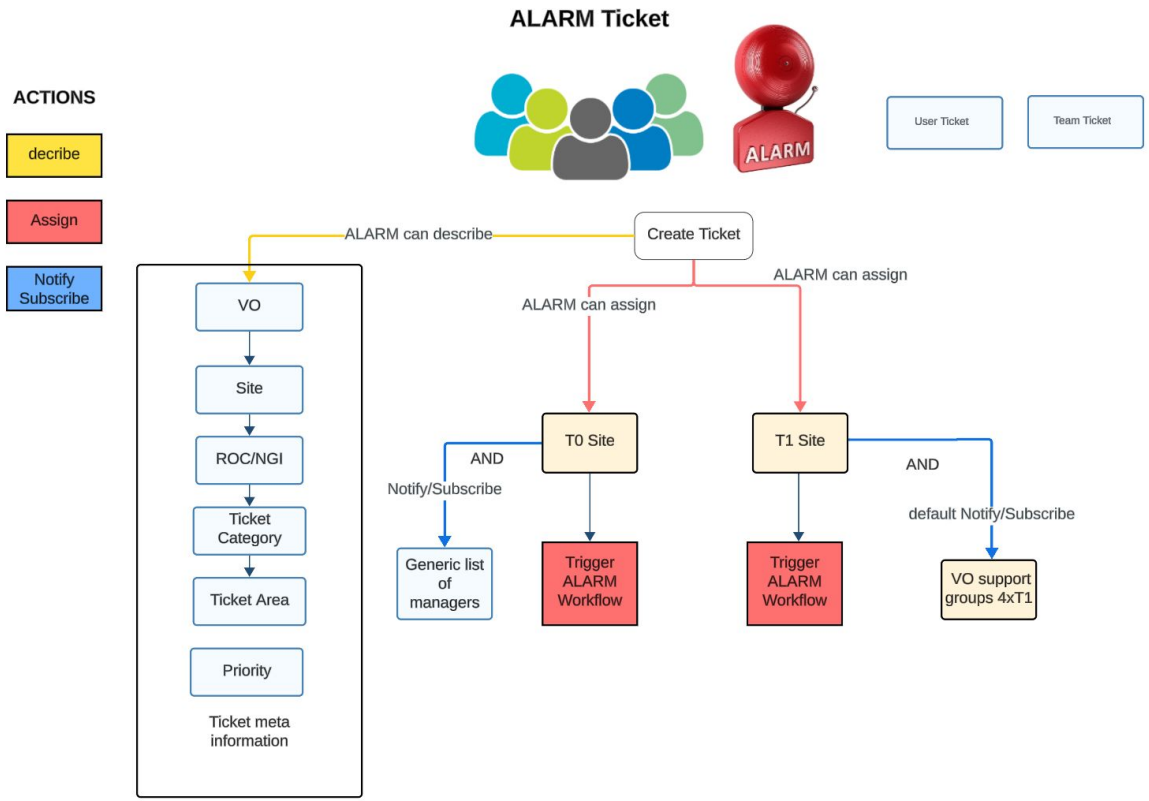


Activity diagram: user ticket

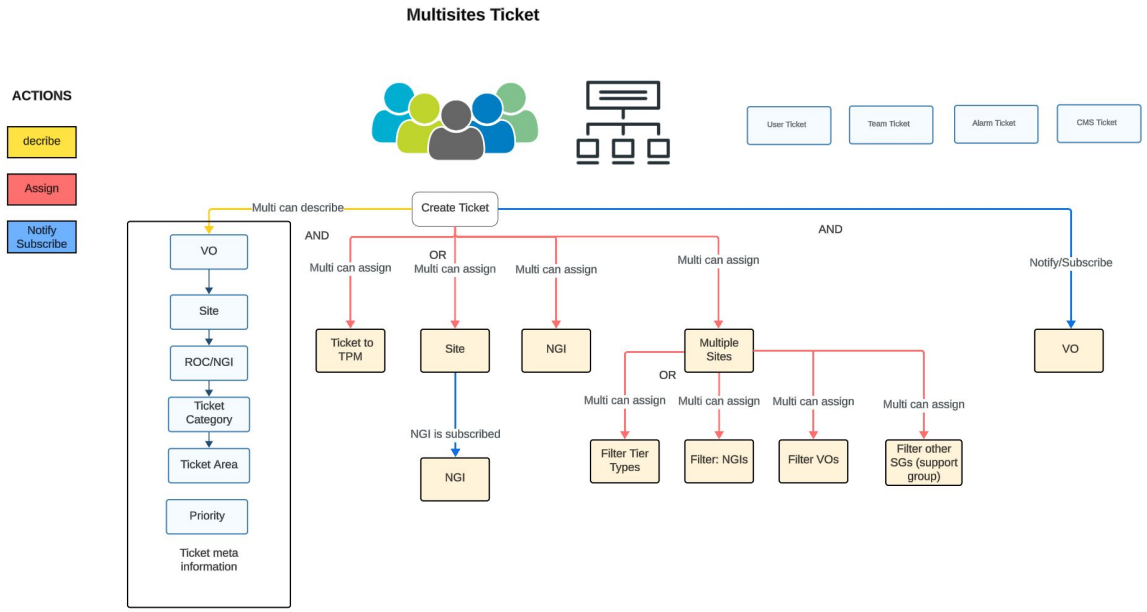


Workflows Examples

ALARM ticket



Multisite ticket



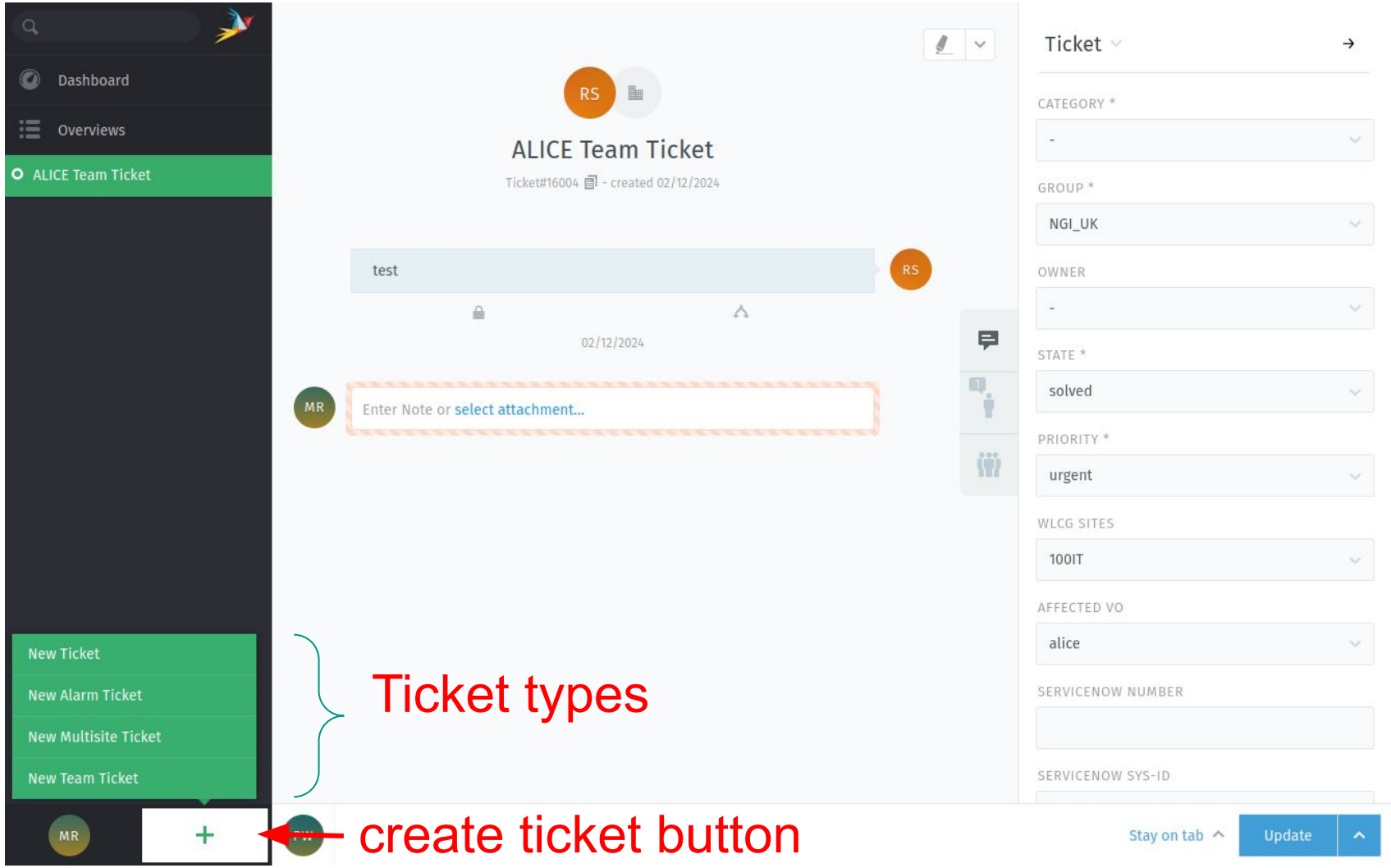
Current Status

- Core workflow development is almost done:
  - User, Team, Alarm workflows are in place
  - Multisites Workflow - to be accomplished
  - CMS Workflow is under discussion
  - Improvements, bugfixes based on tests and feedback

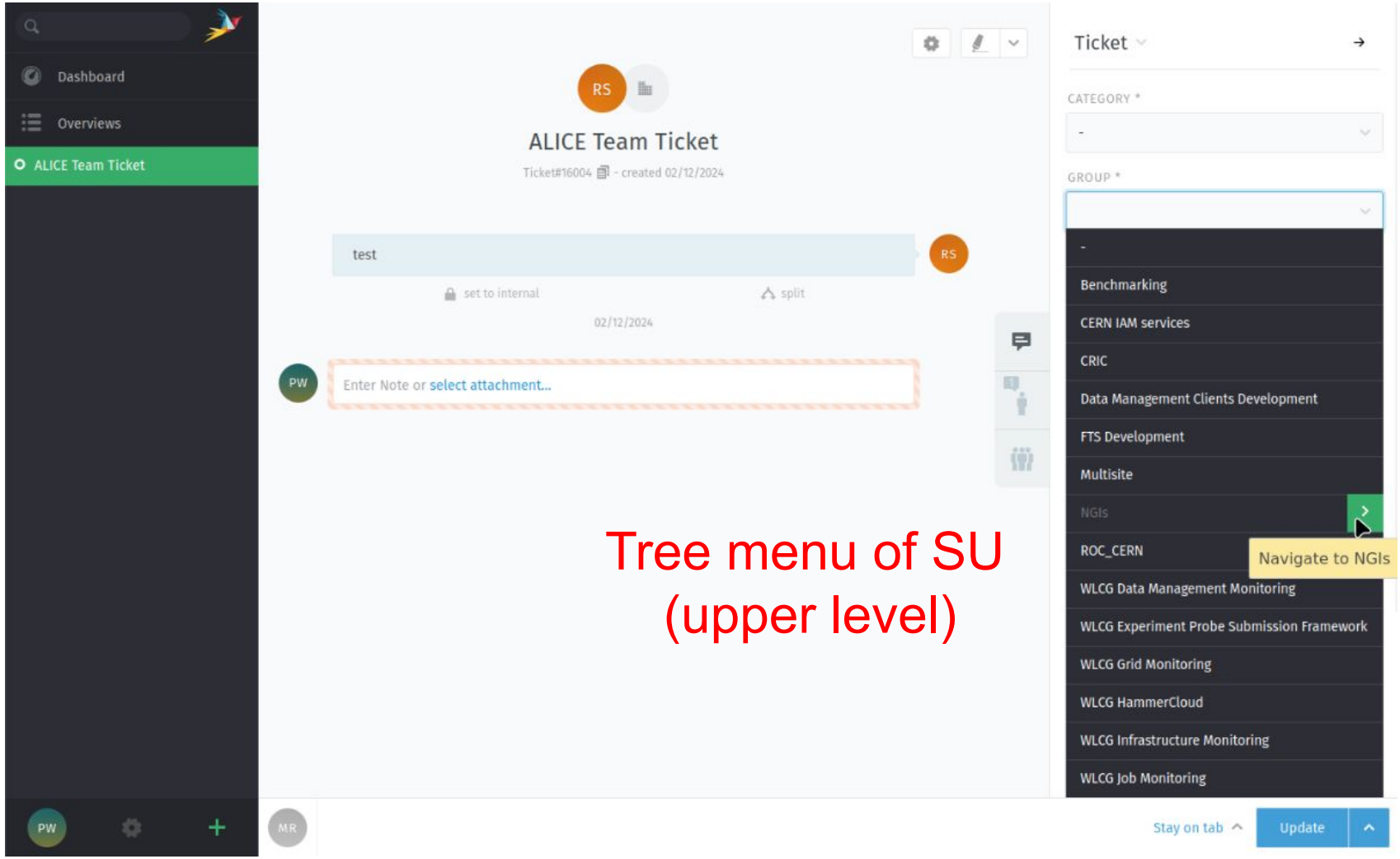
- Test Instance is deployed and running : https://helpdesk-dev.ggus.eu/
- Production Instance is defined: https://helpdesk.ggus.eu
- E-Mail for migration period: help@ggus.eu

- Integration activities:
  - AAI integration is done for test instance (SAML)
  - CERN ServiceNow integration - to be finalized
  - FNAL ServiceNow integration is planned

Interface Examples: Ticket types

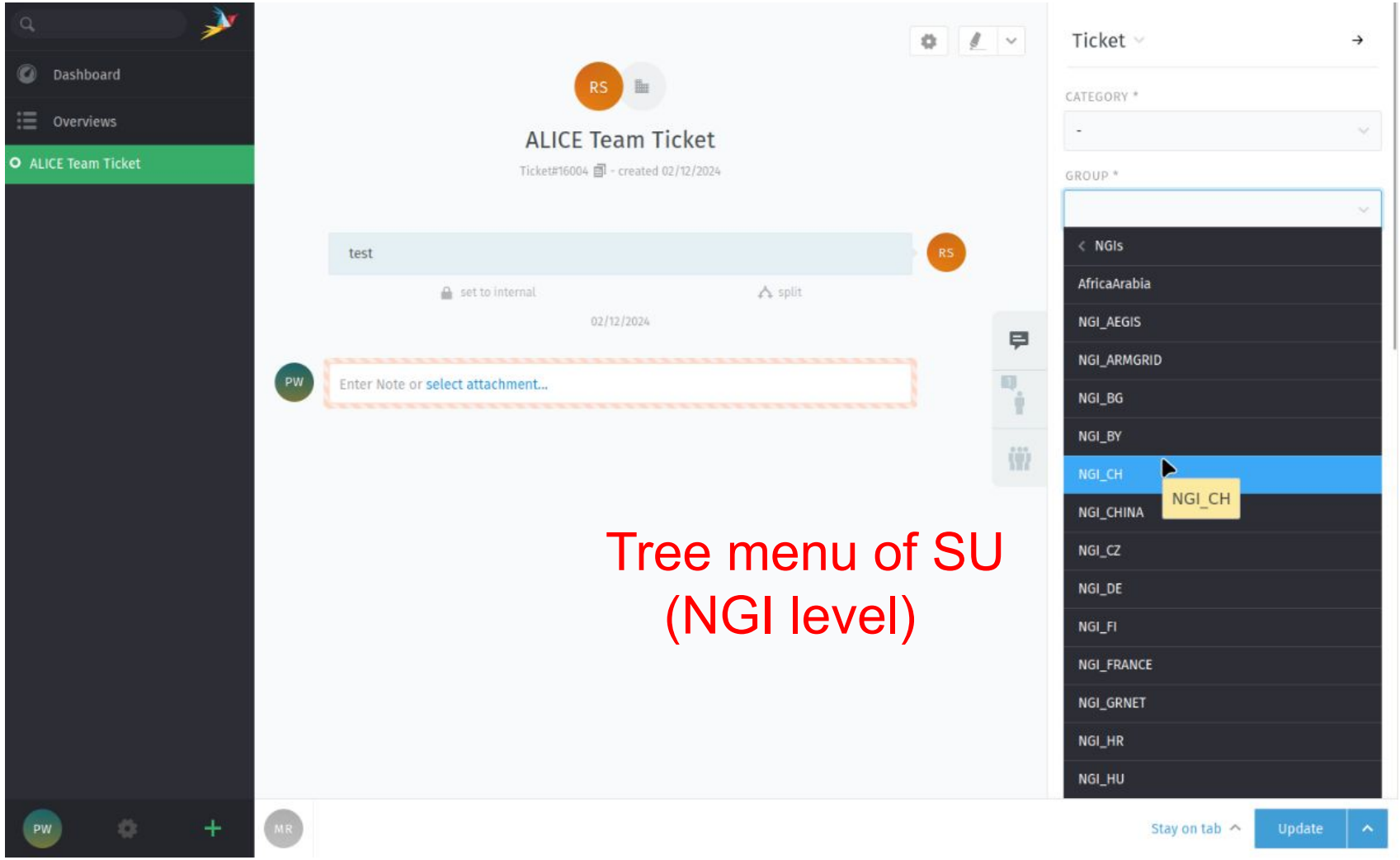


Interface Examples: Tree menus



Tree menu of SU (upper level)

Interface Examples: Tree menus

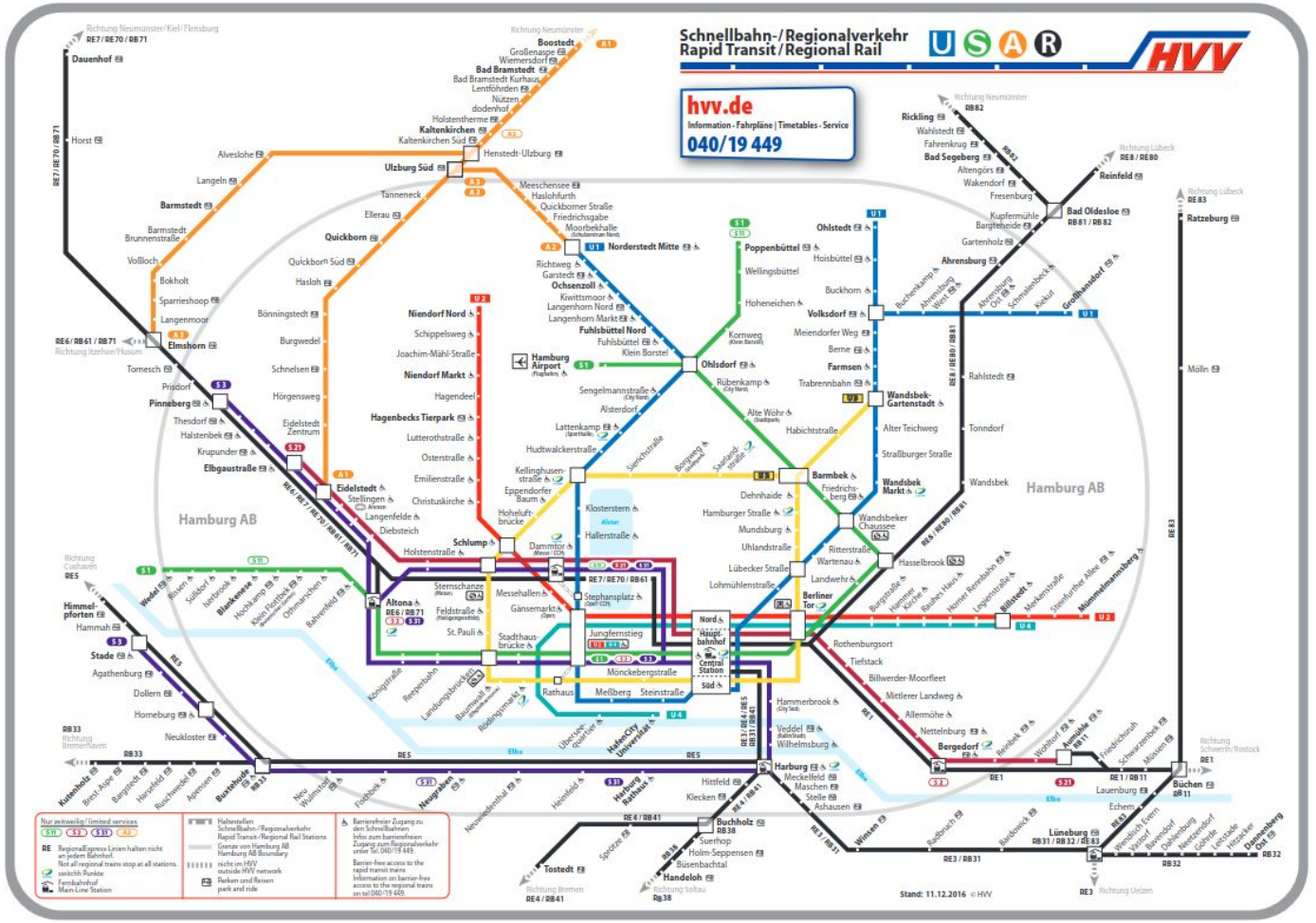


Tree menu of SU
(NGI level)

Distributed Role Management: Mini admins

- Goal: enable VOs to manage the roles and permissions of their users
- Distributed role management - no central bottle-neck
- Each VO nominate several privileged members for mini-admin role in GGUS.

- Mini-admin:
  - can give GGUS users different roles e.g. Team, ALARM etc.
  - gain view on all users and roles in the dedicated VO



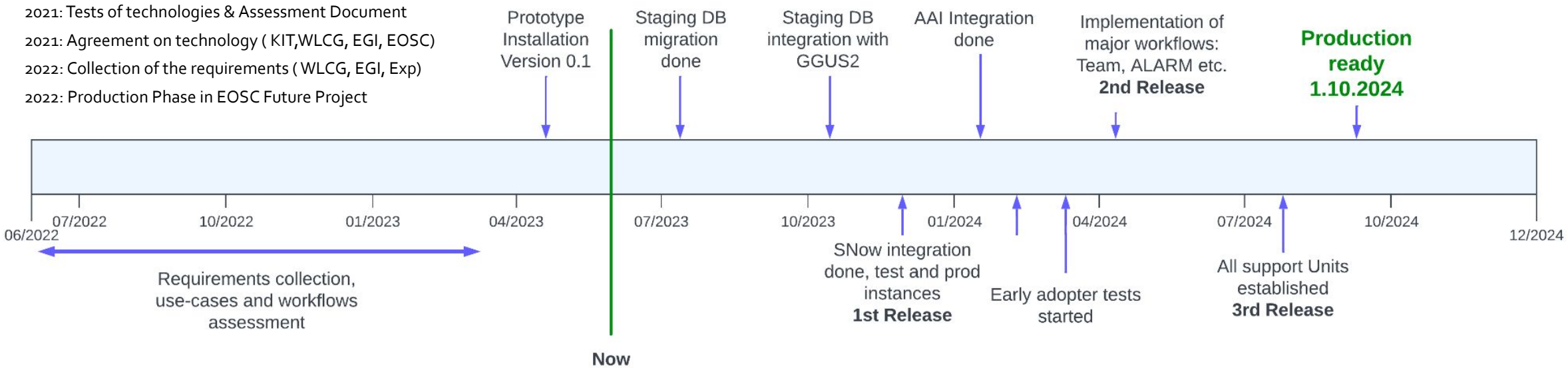
Part 4: Roadmap and Migration

Migration Status and Roadmap

Roadmap presented at GDB Meeting 06.2023

Karlsruhe Institute of Technology

Date: 21.06.2023

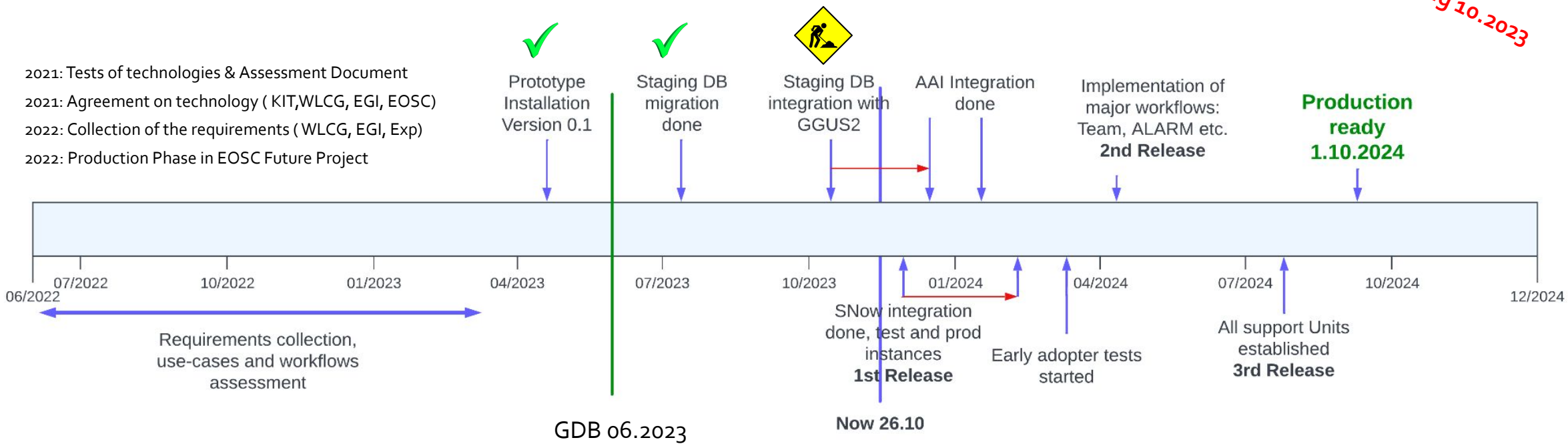


Migration Status and Roadmap

Roadmap presented at OMB Meeting 10.2023

Karlsruhe Institute of Technology

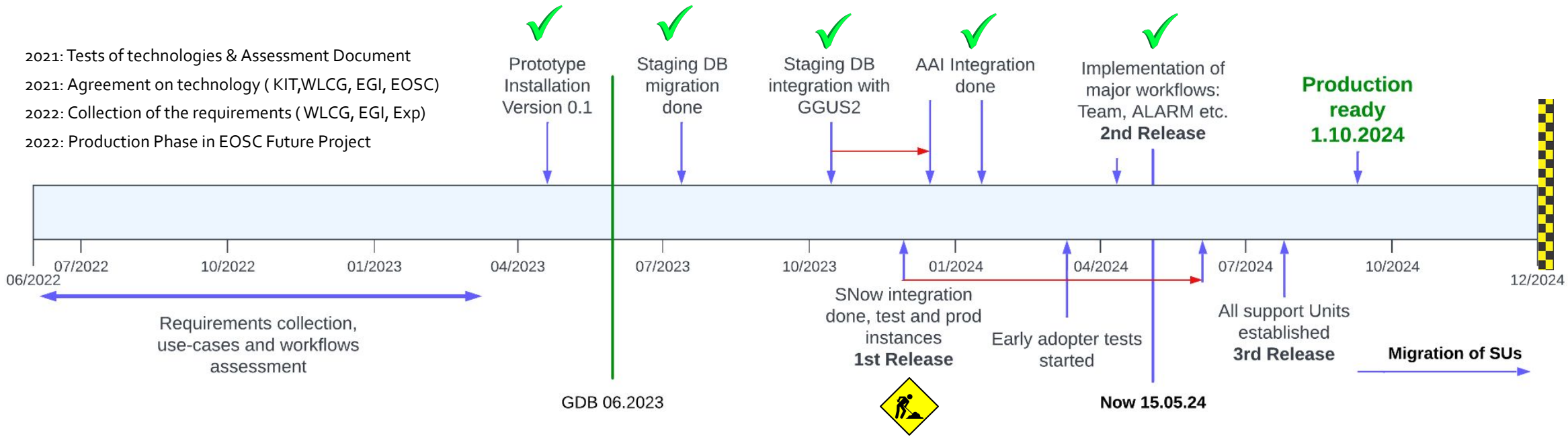
Date: 26.10.2023



GDB 06.2023

Migration Status and Roadmap

Date: 15.05.2024



Migration of SUs and Users

- Before 1.10.24 pilot phase, early adopters are welcome
- After 1.10.24 migration of SUs
- Everyone will be invited to join new GGUS
- Actions for users to do after announcement:
  - Login to the helpdesk
  - Check roles and permissions → request new if needed
  - Test it and provide feedback
- A few training and QA sessions are planned in October and November
- All Documentation and migration status:
  https://confluence.egi.eu/display/EGIHLPDSK/EGIHLPDSK+Home

Conclusions and Outlook

- The implementation of GGUS core workflows is almost done
- The integration with ServiceNow to be finalized soon
- That was the easiest part
- The challenging phase starting now:
  - Pilot tests
  - Early adopters
  - Migration
  - Operation & Acceptance by WLCG community

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Thank you!
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