

New WLCG helpdesk. Migration Status and Next Steps.

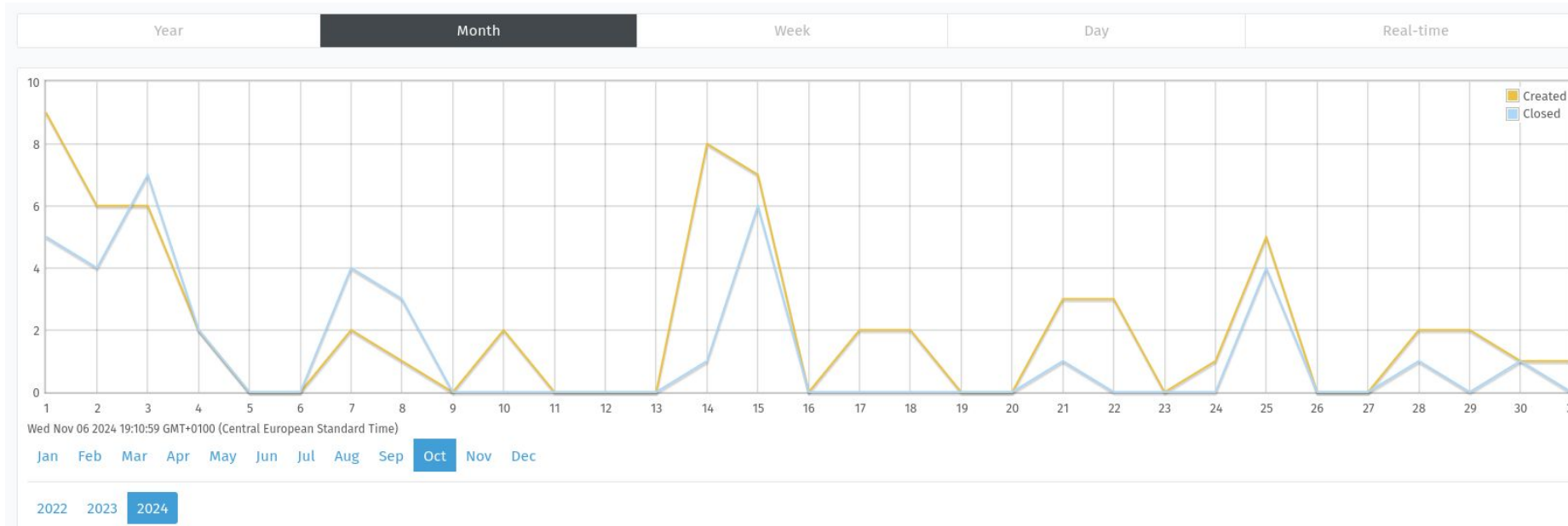
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Current Status

- From October 1st, the new GGUS is available in pilot mode: helpdesk.ggus.eu
 - 200 Supporters registered
 - Supporter role “Common” and VO roles assigned to all supporters
 - ~60 real tickets processed

Ticket statistics for October

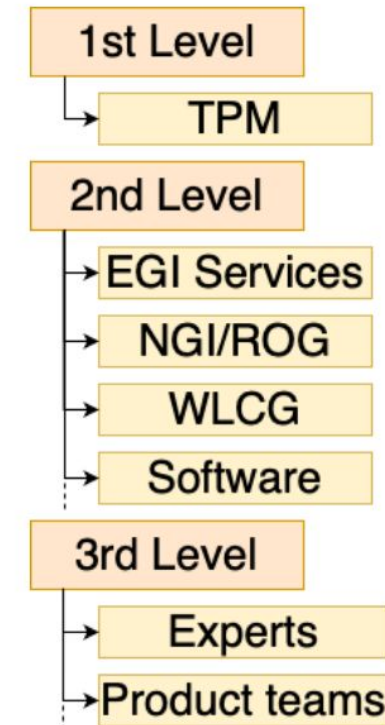


Support Units & Roles Topology

■ Roles

- **User: default role for everyone**
 - Submit tickets
 - View only own submitted tickets
- **Supporter: Common role**
 - Full read & write access to all tickets
 - For Support staff for managing tickets
- **GGUS Expert: submit new tickets to 3d level and product teams**
 - Advanced support staff to manage escalations to expert teams
- **Mini-Admins:**
 - Grant particular roles e.g. VO role for other users
- Special roles: **TPM, TEAM, Multisites, ALARM**
 - **Manage special workflows**

■ Routing options



Current Activities

- **Three major migration phases** till the end of the year:
 - **Role Assignment**
 - Ongoing: Special roles to be assigned
 - **Support Unit Setup**
 - Started: details on next slide
 - **Training, Testing and Initial Operations**
 - Planned

Support Unit Setup: Services & VO Support

- Supporters of local GGUS SUs were asked to test own SU:
 - Submit ticket
 - Update ticket
 - Check notifications

SU Name	Status	Notification: Mailing List	Group Members
WLCG			
Second Level > Services > WLCG > CERN IAM Services	New	No	No
Second Level > Services > WLCG > CRIC	Ready	Yes	No
Second Level > Services > WLCG > WLCG Experiment Probe Submission Framework	New	No	No
Second Level > Services > WLCG > WLCG Grid Monitoring	New	No	No
Second Level > Services > WLCG > WLCG HammerCloud	New	No	No
Second Level > Services > WLCG > WLCG Squid Operations	New	No	No
Second Level > Services > Networking > EDUPERT	New	No	No
Second Level > Services > Networking > WLCG Network Throughput	New	No	No
Second Level > Services > Other Middleware > Benchmarking	New	No	No
Second Level > Services > PITHIA Community > PITHIA e-Science Centre	New	No	No
Second Level > VO Support > afgrid.cl	New	No	No
Second Level > VO Support > alice	New	No	No
Second Level > VO Support > atlas	New	No	No
Second Level > VO Support > auger	New	No	No
Second Level > VO Support > belle	New	No	No
Second Level > VO Support > biomed	New	No	No
Second Level > VO Support > calice	New	No	No
Second Level > VO Support > cms	New	No	No
Second Level > VO Support > comet-j-parc.jp	New	No	No
Second Level > VO Support > dteam	New	No	No
Second Level > VO Support > dune	New	No	No
Second Level > VO Support > eiscat.se	New	No	No
Second Level > VO Support > enmr.eu	New	No	No
Second Level > VO Support > fusion	New	No	No
Second Level > VO Support > geant4	New	No	No
Second Level > VO Support > iber.vo.ibergrid.eu	New	No	No
Second Level > VO Support > icecube	New	No	No
Second Level > VO Support > ilc	New	No	No
Second Level > VO Support > iris.ac.uk	New	No	No
Second Level > VO Support > juno	New	No	No
Second Level > VO Support > km3net.org	New	No	No
Second Level > VO Support > lhcb	New	No	No
Second Level > VO Support > mathematical-software	New	No	No
Second Level > VO Support > mice	New	No	No
Second Level > VO Support > na62.vo.gridpp.ac.uk	New	No	No
Second Level > VO Support > ops	New	No	No
Second Level > VO Support > prod.vo.eu-eela.eu	New	No	No
Second Level > VO Support > skatelescope.eu	New	No	No
Second Level > VO Support > snoplus.snolab.ca	New	No	No
Second Level > VO Support > t2k.org	New	No	No
Second Level > VO Support > vo.access.egi.eu	New	No	No
Second Level > VO Support > vo.cta.in2p3.fr	New	No	No

Support Unit Setup: EGI & Software

- Every supporter was asked to test own SU:
 - Submit ticket
 - Update ticket
 - Check notifications

EGI			
Second Level > Services > EGI Services and Service Components > Accounting Portal	New	No	No
Second Level > Services > EGI Services and Service Components > APEL client & Accounting Repositor	New	No	No
Second Level > Services > EGI Services and Service Components > Applications on Demand (EC3)	New	No	No
Second Level > Services > EGI Services and Service Components > Applications on Demand (FGSG)	New	No	No
Second Level > Services > EGI Services and Service Components > Applications on Demand (WSPGRA)	New	No	No
Second Level > Services > EGI Services and Service Components > Attribute Management (PERUN)	New	No	No
Second Level > Services > EGI Services and Service Components > Catch-All Services	Ready	Yes	No
Second Level > Services > EGI Services and Service Components > Check-in (AAI)	Ready	Yes	Yes
Second Level > Services > EGI Services and Service Components > Cloud Container Compute	Ready	Yes	No
Second Level > Services > EGI Services and Service Components > Collaboration Tools	New	No	No
Second Level > Services > EGI Services and Service Components > Configuration and Topology Databa	New	No	No
Second Level > Services > EGI Services and Service Components > Datahub	New	No	No
Second Level > Services > EGI Services and Service Components > Data Transfer	New	No	No
Second Level > Services > EGI Services and Service Components > DODAS	New	No	No
Second Level > Services > EGI Services and Service Components > Dynamic DNS	New	No	No
Second Level > Services > EGI Services and Service Components > EOSC Portal	New	No	No
Second Level > Services > EGI Services and Service Components > Helpdesk (GGUS)	New	No	No
Second Level > Services > EGI Services and Service Components > Infrastructure Manager	Ready	Yes	No
Second Level > Services > EGI Services and Service Components > Marketplace	New	No	No
Second Level > Services > EGI Services and Service Components > Messaging	New	No	No
Second Level > Services > EGI Services and Service Components > Monitoring (ARGO)	New	No	No
Second Level > Services > EGI Services and Service Components > Multi-VO Rucio at RAL	New	No	No
Second Level > Services > EGI Services and Service Components > Notebooks	Ready	Yes	No
Second Level > Services > EGI Services and Service Components > openRDM.eu	New	No	No
Second Level > Services > EGI Services and Service Components > Operations	New	No	No
Second Level > Services > EGI Services and Service Components > Operations Portal	New	No	No
Second Level > Services > EGI Services and Service Components > PaaS Orchestrator	New	No	No
Second Level > Services > EGI Services and Service Components > RCauth.eu Online CA	Ready	Yes	No
Second Level > Services > EGI Services and Service Components > Replay	New	No	No
Second Level > Services > EGI Services and Service Components > Secrets Store	New	No	No
Second Level > Services > EGI Services and Service Components > Security Coordination	New	No	No
Second Level > Services > EGI Services and Service Components > Security Monitoring	New	No	No
Second Level > Services > EGI Services and Service Components > Software and Data Distribution (CVI)	New	No	No
Second Level > Services > EGI Services and Service Components > Software Provisioning	New	No	No
Second Level > Services > EGI Services and Service Components > Software Repository	New	No	No
Second Level > Services > EGI Services and Service Components > UMD/CMD Quality Assurance	New	No	No
Second Level > Services > EGI Services and Service Components > Virtual Appliance Catalogue (AppDE	New	No	No
Second Level > Services > EGI Services and Service Components > Workload Manager (DIRAC)	New	No	No
Second Level > Services > Federated Cloud > Cloud Compute	Ready	Yes	No
Second Level > Services > LifeScience Services > LS AAI 2L	New	No	No
Second Level > Software > DMSU	New	No	No
Second Level > Software > UMD Product Submission	New	No	No
Second Level > Software > Vac/Cycle	New	No	No
Second Level > Software > ARC	In progress	Yes	Yes

Next Steps

- Finish Role Assignment for special roles + tests
 - Define Mini-Admins to manage different roles: VOs, Teams
- Finalize Support Units Setup:
 - Local GGUS groups
 - NGIs/Sites (in 1 week)
- Tests + operations

Documentation & Knowledge & Help

- Confluence Page (guides and description):

<https://confluence.egi.eu/pages/viewpage.action?pageId=278856856>

- Broadcast messages with links to actions

- GGUS Knowledge base:

<https://helpdesk.ggus.eu/help/en-gb/3-readme>

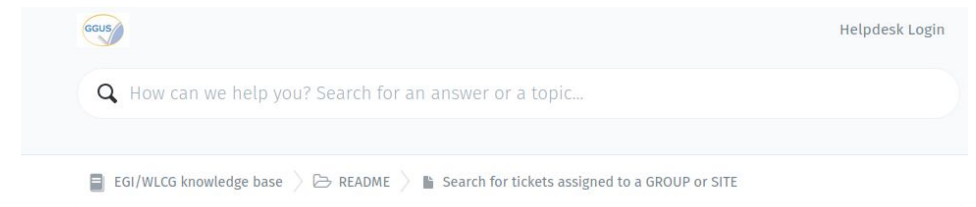
- TPM

- Training Webinars (to be scheduled)

- Official Zammad documentation:

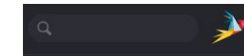
- <https://user-docs.zammad.org/en/latest/>

Knowledge Base article



Search for tickets assigned to a GROUP or SITE

The search bar is located on the upper left corner of the helpdesk interface.



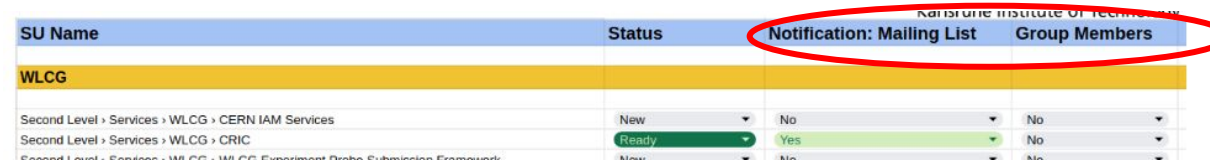
To search for tickets assigned to a specific GROUP, use the following search query
group.name: <GROUP NAME> and press ENTER.
For example: `group.name: NGI_IT`.

Search for tickets assigned to a specific SITE requires a different query
wlwg_sites: <SITE NAME> followed by pressing ENTER.
For example: `wlwg_sites: INFN-T1`.

To search for tickets created in a specific day range, use a query like
group.name: <GROUP NAME> AND created_at:[YYYY-MM-DD TO YYYY-MM-DD] and press ENTER.
For example: `group.name: Check-in AAI AND created_at:[2024-10-15 TO 2024-10-30]`.

Topics for discussion

- Team Ticket
 - Do we need to implement TEAM → ALARM Ticket conversion?
- Group Setup
 - 2 Options:
 - Mailing list
 - Group Membership (direct notifications to personal email)



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Second Level > Services > WLCG > CRIC	Ready	Yes	No
Second Level > Services > WLCG > WLCG Equipment Repair Submission Framework	New	No	No

Thank you!
Contact: helpdesk.ggus.eu (TPM)
or
pavel.weber@kit.edu