New WLCG helpdesk. Migration status and plans.

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Intro

- Legacy GGUS (https://ggus.eu/)
  - will be deactivated next Wednesday Jan 29th, 2025
    - moved from Feb 1st which is Saturday
  - will be available in read-only mode afterwards
- New GGUS (https://helpdesk.ggus.eu/)
  - is in pilot production since Oct 1st, 2024
    - ~ 300 supporters registered
    - ~ 100 tickets per month (mainly GGUS-related questions)

Transition

- Transition date: January 29th (next Wednesday)
  - both helpdesks will be in downtime
  - the transition will start at 9 am CET
  - the migration will take several hours unless there are any surprises
  - we plan to resume the service on Jan 30th at 9 am CET to guarantee support in the first hours of operations
- the new helpdesk will switch to the old email address: helpdesk@ggus.org
  - help@ggus.eu (currently used by the new helpdesk) will be decommissioned
- all open tickets in the legacy GGUS will be imported into the new system
  - 637 tickets are currently open. Please review what can be closed before the migration.

Training yesterday

- about 110 participants
- key workflows were demonstrated and discussed live
- most questions that popped up were addressed, and no major issues were identified
  - some replies are documented in the knowledge base
  - other replies can be found at the confluence and zammad docs
- training slides are available here
- recording is here

CERN's ServiceNow integration

- enabled on the production system in mid-December

- most tests are positive

- an issue with "Waiting for ..." states in SNow not being propagated to GGUS is identified:

  - to be fixed by setting "on hold" in zammad for unknown states from SNow

  - the development of this fix is in progress

Follow up on the E-mail loop incident

- in Nov, an auto-reply to a notification caused an email loop (see last report)
- to identify auto-replies, a test email was submitted to all support units
    - sent to ~ 750 support unit email addresses
    - ~150 auto-replied: list
        - most due to an unrecognised help@ggus.eu email address
    - for now, the auto-replying emails are deactivated in helpdesk
        - i.e. excluded from notifications
    - this problem should go after we switch to the old email
        - we will enable the deactivated emails, including CERN-PROD
- development of second-level bouncing protection is in progress
    - two identical messages in a row should trigger a block

Role assignment

- [Link to Roles and Permissions Guide](#)

- we continue to manually assign roles to supporters known to the legacy GGUS
    - if the supporter role is not obtained, users need to contact the Helpdesk (GGUS) group
- Help from Mini-Admins is appreciated
    - 12 Mini-Admins currently from ALICE, ATLAS, CMS, LHCb experiments
        - none from Belle yet
    - since new users are not known to us, we ask Mini-Admins to assign roles to them
- [The guide for Mini-Admins](#) has been updated recently:
    - the Common role should be assigned to the supporters
    - the User role should be removed
    - VO and VO_team roles are optional
- Guide on linking user accounts via EGI check-in from Nicolas: [link](#).

Communication channels

- group in the helpdesk
    - "Second Level › Services › EGI Services and Service Components › Helpdesk (GGUS)"
    - fast access: start typing "ggus" in the group field of the new ticket
- legacy support email will stay active (for contact in case of helpdesk outage)
    - support@ggus.eu
    - support@ggus.org (this is an alias to support@ggus.eu)
- direct email to admins
    - pavel.weber@kit.edu
    - aliaksei.hrynevich@kit.edu

Next steps

- switchover from legacy GGUS to the new system on January 29
- implementing new features
  - fix the "Waiting for... " state in the SNow integration
  - improving email bouncing protection
  - make all tickets visible to the new users (who belong to the WLCG/EGI communities)
    - exploring options with the Zammad developers
    - or integrating with CERN IAM
  - Team-to-Alarm ticket conversion
    - a workaround currently is available via tickets linking
  - tickets overview improvements
  - ~30 other improvement requests from users