

GGUS Type of Problem field

T1 Service Coordination Meeting

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As of the 2011/09/28 GGUS Release 'Type of Problem' (ToP) values:

- Databases
- File Access
- File Transfer
- Local Batch System
- Middleware
- Monitoring
- Network problem
- Storage Systems

This is a subset of ToP values that user tickets offer.

The same exact strings were kept for these values so that:

- Searches can give all tickets created before and after this release.
- USER, TEAM or ALARM tickets can be grouped together in statistics.
- Interfaces with other ticketing systems don't break (for those which map this field).
- Other VOs using TEAM (BIOMED) or ALARM tickets see values common to all.

Chronologically:

1. CHEP 2010 GGUS statistics showed that LHC VOs use mostly TEAM & ALARM tickets where a ToP field didn't exist, so no conclusions per service could be drawn.
2. Dec. 2010: 1st T1SCM (indico confId=116629) presentation ([slide 5](#))
3. June 2011: 2nd T1SCM (indico confId=143633) presentation ([slides](#))
4. Values' proposal
https://twiki.cern.ch/twiki/bin/view/LCG/WLCGCriticalServices#GGUS_Type_of_Problem_field
5. The development ticket:
<https://savannah.cern.ch/support/?117206>
6. The publicity: <https://ggus.eu/pages/didyouknow.php#2011-09-28>

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