



mercredi 3 octobre
2007

CIC portal development status and TODO list

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Technical changes on the portal



- Last technical changes
 - authentication is now based on full certificate DN instead of CN
 - Minor changes in general design
- Work on VO ID cards
 - changes in Database schema for VO/VOMS information
 - VO ID card interface improved
 - Integration of the YAIM VO Configurator to the CIC portal
 - Downloadable XML dump of VO ID card info



On the dashboard



- Verification added not to close a ticket unless the "action_taken" field has been set to "site ok" or "unsolvable"
- Script developed to identify and correct inconsistencies between SAM/GGUS and the dashboard



Still a lot to do



- Todo list from Stockholm
 - From “Best practices” working group
 - Ergonomy improvement: “too many clicks before opening a ticket”
 - Improvement in alarms masking
 - From SAM/GGUS/CIC parallel session
 - Technical changes in xsql queries (done on SAM side, to propagate now)
 - implement a transaction mechanism to update GGUS/SAM
 - prepare CIC portal to follow SAM migration to gridview

- Recent Feedback
 - add lead/backup filter to the Monitoring/Alarms tab.
 - if tickets are masked, it would be nice to copy the links to all failed sam tests into the ticket creation text for the master alarm



Still a lot to do



- New direction for the dashboard: The “Central-Europe Use case”
 - Work sharing between COD and CE 1st line support
 - http://goc.grid.sinica.edu.tw/gocwiki/TIC_1st_line_support_integration
 - <http://indico.cern.ch/materialDisplay.py?contribId=319&sessionId=5&materialId=slides&confId=18714>
 - See wrap-up of this morning’s session

- Dashboard global improvements
 - Integration of CE 1st line support is the occasion to rethink some key points, and make the dashboard evolve

Overview



Classification * Scheduled

Severity * ● Outage

Start Date * 1st Oct 2007 08 : 20 3

End Date * 1st Oct 2007 08 : 20 3

Broadcasting date (using CIC portal broadcast system)?

Broadcasting start downtime 1st Oct 2007 08 : 20 3

Broadcasting end downtime 1st Oct 2007 08 : 20 3

Send reminder (using CIC portal broadcast system)? Send reminder

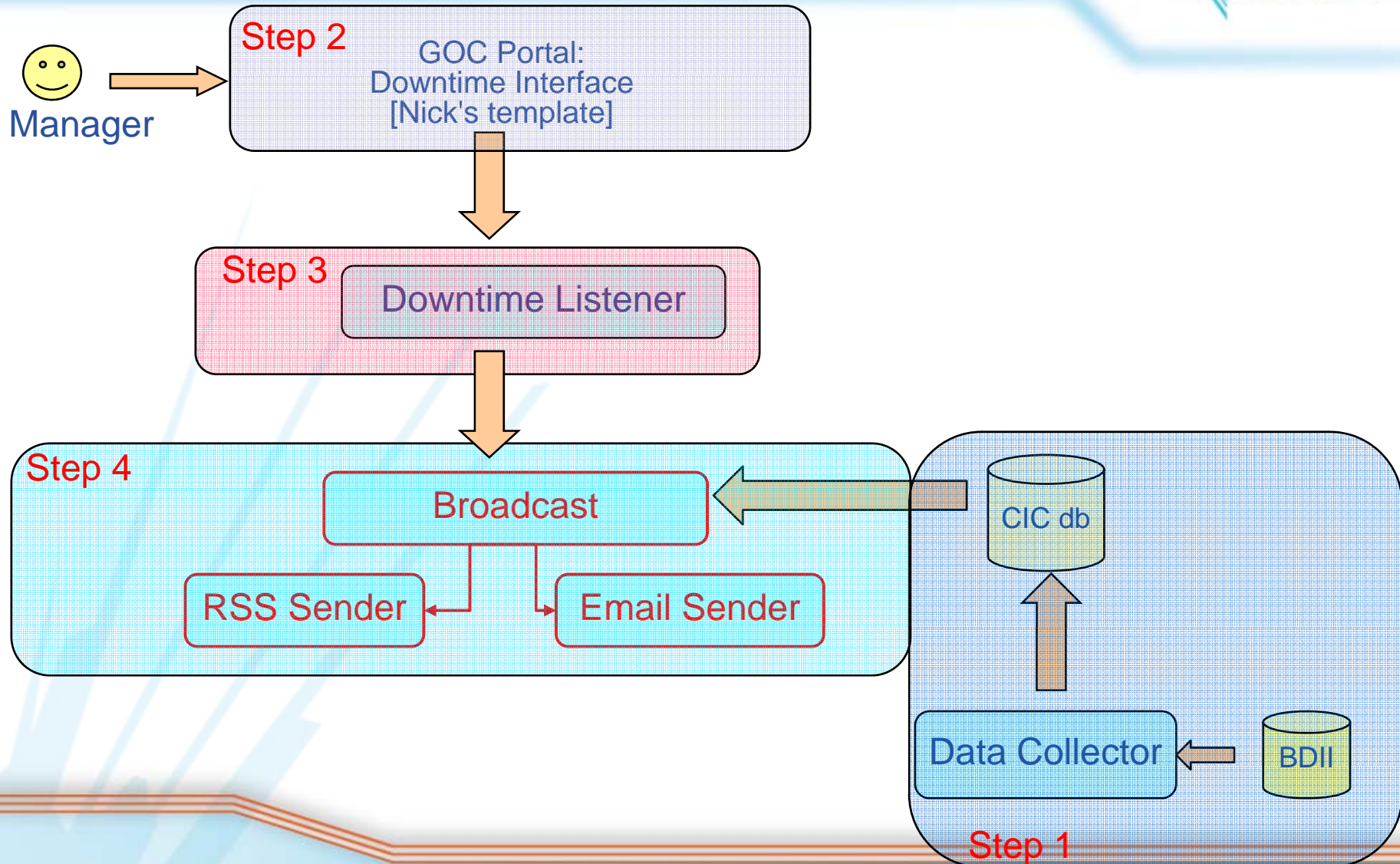
Reminder start date 1st Oct 2007 08 : 20 3

Reminder end date 1st Oct 2007 08 : 20 3

All timestamps are stored as UTC, and displayed in your timezone (as defined in your account settings). You may enter them in whatever timezone you wish (default: your user timezone).

Emails :
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Technical schema



Process status

Step	Progress
1 : Bdii -> CIC db	100%
2 : Goc interface	90%
3 : GOC -> CIC	100%
4 : Broadcasting tool The process will be ready in 2 weeks after the EGEE conference.	80%