



USAG and direct GGUS ticket routing to Sites

https://twiki.cern.ch/twiki/bin/view/EGEE/SA1_USAG

Grid Deployment Board Meeting

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USAG Mandate



- 1.Examine requirements from all relevant parties - VOs, ROCs and Sites.
- 2.Consolidate all requirements taking into consideration the needs and operational procedures of ROCs and sites.
- 3.Advise on the consequent GGUS evolution.
- 4.Report on the development, testing, and deployment plan for new GGUS features compared to the recommended evolution.
- 5.Make known to the appropriate forum - VOs, ROCs, sites and all other SUs the suggested GGUS system evolution and the procedures that need to be updated accordingly.
- 6.Define the expectations from all Support Units (SUs) via Operational Level Agreements (OLAs), get acceptance by the SUs and leave OLA enforcement to the management partners involved.



GGUS Special routing proposal



- Why change anything? Intense VO operational requirements.
- What exactly is the change?
 - “Ordinary” tickets submitted by “The Team” of VO experts.
 - “Emergency” tickets submitted by Authorised “Alarmers” in the VO.
 - No change for submitters outside the above groups.

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GGUS Routing for “The Team”



The ticket is:

- Submitted by a member of "The Team", i.e. a group of 15 VO experienced users. The submitter selects the specific affected site from the GGUS submission menu. Official site name from GOCDB.
- Automatically assigned by GGUS to the relevant ROC at submission time.
- Automatically copied to the official contact email of the site, taken from GOCDB.
- Viewable by all with certificate as usual. Updates are possible only and notifications go to "The Team" and the supporters involved.



GGUS Routing for the “Alarmers”



The ticket is:

- Submitted by an Authorised "Alarmer", i.e. one of the 3-4 Grid experts in the VO.
- Automatically assigned by GGUS, recognising the Authorised "Alarmer" signature from the browser or the signed email at submission time, to the ROC, with the "affects specific site" flag set, automatically copying ***the Site alarms' mailing list, taken from GOCDB. NB! This GOCDB field does not exist today!!***



External dependencies



- We don't know how quickly respond the members of the Site contacts' list. Involving the Site from the ticket submission moment doesn't guarantee fast problem solution.
- The Site alarms' mailing lists don't even exist for most Sites.
- GOCDDB doesn't include any field about alarms.
- Will the local ticketing systems adapt to the new dynamic GGUS?

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Timescale



- This is a major piece of work, hence the intense requirements' poll. Target Date: GGUS Rel. 7.0 planned for end of June 2008.
- Implementation steps in [the Proposal](#).
- Remember: There are external dependencies!



Other new GGUS features



- Drop-down menu with pre-defined MoU values. If selected by the submitters/supporters, it will also be searchable for reporting/statistics' reasons.
- RSS-feeds now available in addition to email notification.
- GGUS Knowledge Base now available – unfortunately google-searchable tickets weren't as lucky.
- Automatic population of GGUS Support Units (SUs) out of simba mailing lists is in the pipeline.
- Fabric-GGUS interface still in womb.



Concerns



- External dependencies [Remember?]
- Local ticketing systems – scalability of their interface with GGUS across releases.
- General decentralisation trend – how does one find out ‘whose problem this is?’.
- Investing in GGUS, a single point of failure – the only one?



Why use GGUS

- Persistent URIs to be quoted and linked, when needed.
- Possible ticket attributes' expansion, i.e. new priority/routing criteria and/or more SUs.
- Existing (and also expandable) escalation reports that show stalled tickets needing attention.
- Automatic ticket creation via email by users or mailing lists.
- Direct link to related savannah tickets on middleware bugs or any other related issue on the web.



More reasons for using GGUS



- Possibility to turn a ticket solution into a FAQ, without effort by the supporter.
- Availability of a Knowledge Base of solved tickets for consultation.
- GGUS will soon be able to record even alarms.
- Tickets are discussed during the Grid Operations' Meetings on Mondays. [[Agendas](#)]
- Rigorous ticket progress analysis is recorded in http://goc.grid.sinica.edu.tw/gocwiki/TPM_monitoring_reports and reported to all EGEE SA1 management meetings.
- A rich report selection is made available by the GGUS developers under: https://gus.fzk.de/pages/download_escalation_reports.ph



Message to take home



- Organise Site alarms' mailing lists with the right permissions.
- Expand GOCDB to include Site alarms' mailing lists.
- Use GGUS.
- Bring your requirements to USAG. We can't guess.
 - Agendas' list [[here](#)]
 - Email usag@cern.ch

Thank You!

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