



Enabling Grids for E-scienceE

New Features of GGUS planned for the GGUS 7.0 Release

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- **GGUS will offer alarm tickets for the LHC VOs ALICE, ATLAS, CMS and LHCb**
 - Alarm tickets can only be created by a small group of experts (~ 4 persons/VO)
 - These experts have to authenticate with a valid certificate
 - Alarm tickets will be routed to the appropriate ROC bypassing TPM
- **In parallel an alarm email will be generated**
 - This alarm email will be signed with a GGUS certificate and sent to the Tier-1 alarm mail addresses
 - It is up to the Tier-1 sites to decide how to deal with this alarm email
 - Alarm tickets can be created via web portal or via email
 - For creating alarm tickets via email a template has to be used

- **::Schema::** Grid:HelpDesk20080529NEWALARM //static value, do not change
- **::Key::** WM6PCmUks //static value, do not change
- **::Affected_Site::** //name of the T1 the problem occurs;
- **::Affected_VO::** atlas|alice|cms|lhcb
- **::Short_Description::** //Short description of problem; MANDATORY field; up to 250 chars
- **::Description::** //Detailed description of problem; OPTIONAL field; up to 3500 chars
- **::Priority::** top priority //static value, do not change
- **::Status::** assigned //static value, do not change
- **::Ticket_Type::** Alarm //do not change this
- **::Ticket_Update_Mode::** Group //allows ticket updates in the web portal for members of a dedicated group;possible values are:
 - Group|Submitter
- **::Notification_Recipients::** Group //allows update mails on every change for a group's mail address in the CC field; possible values are:
 - Group|Submitter
- **::Carbon_Copy::** //mail address(es) of your team/group/shift separated by semicolon
- **::Submitter_DN::** /O=GermanGrid/OU=FZK/CN=Paul Example //DN string of submitter
- **::END::**

- **GGUS will offer TEAM tickets for the VO shifters**
- **TEAM tickets will be editable not only by the ticket submitter but by all members of a dedicated team regardless of them having support access or not**
- **They are routed to the appropriate ROC bypassing the TPM similar to alarm tickets**
- **In parallel an e-mail notification is sent to the site**
 - But this will be **NO** alarm email
- **TEAM tickets can be created via web portal or via email**
- **For creating TEAM tickets via email a template has to be used**

- **For all tickets the behaviour of the CC field will change in a way, that updates will be sent on every change of a ticket**

- There will be a new field named "Case Type"
- Its values will be
 - "Incident"
 - "Change Request"
 - "Documentation"
- This field will help to separate "real" problems from service request

- There will be a new field "MoU Area"
- Only members of "The Team" for a given VO will be able to set and/or change the MoU values
 - Selectable values are:
 - T0
 - *Raw data recording*
 - *Event reco or distribution of data to Tier-1 Centres*
 - *Networking services to Tier-1 centres*
 - *All other tier-0 services*
 - *All other services*
 - T1
 - *Acceptance of data from the Tier-0 centre*
 - *Networking service to the Tier-0 centre*
 - *Data-intensive analysis services, including networking to T0, T1 centres outside data taking*
 - *All other services*
 - T2
 - *End user analysis facility*
 - *Other Services*

- For managing permissions on alarm and group tickets the GGUS user database will be adapted

- LHCOPN will use GGUS too
- Some special fields will be added
- LHCOPN will use its own submit form
 - Special CASE TYPE for LHCOPN:
 - label: "Case Type"
 - values:
 - *"Incident"*
 - *"Maintenance"*
 - *"Test"*

- **VOs:**
 - Alarmers names
 - VO shifters names
 - Is there possible overlap?
- **Sites:**
 - Alarm e-mail address
 - Contact e-mail address
- <https://twiki.cern.ch/twiki/bin/view/LCG/OperationsAlarmsPage>