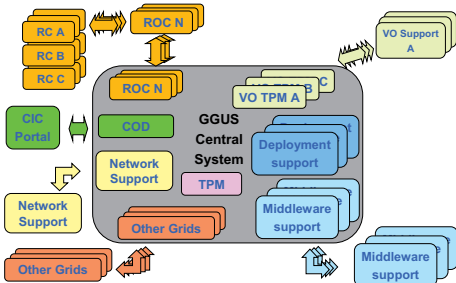


WLCG-specific special features in GGUS

Global Grid User Support

GGUS is the EGEE support infrastructure for grid users, deployment and operations problems.

It does not substitute but integrate existing support structures and coordinates the efforts.

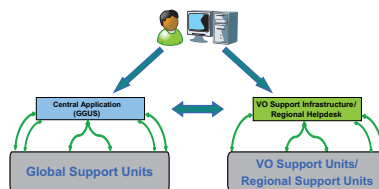


GGUS Standard Workflow

Users can submit their problems to GGUS or to their regional helpdesk or VO support tools.

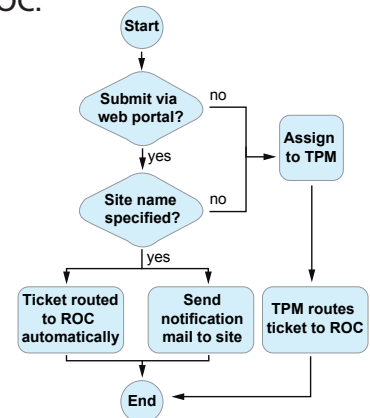
GGUS facilitates communication between global and regional support units.

GGUS tracks all the requests, presents their status and provides a central first line support and escalation mechanisms.



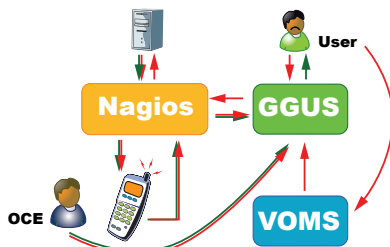
GGUS direct ticket routing

Whenever a site name is specified in a ticket the first line support is bypassed and the site is being notified about the ticket, which is assigned to the corresponding ROC.



Alarm tickets

- Tickets for severe problems threatening a whole VO
- Only the "Alarmer" can submit Alarm tickets
- "Alarmer" are nominated by the VO management
- Alarm tickets trigger local monitoring systems



Team tickets

- Tickets owned by specific groups of users
- All members of the "Team" can update the tickets

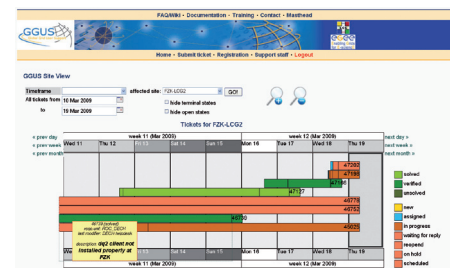
User Roles

Currently Alarmer and Team members need to be registered in the GGUS user database. An integration with VOMS to retrieve information about users with Alarmer and/or Team member status is planned.

Site View (under development)

It provides a graphical overview of tickets concerning a selected site

- Select "affected site"
- Choose time frame
- Status of tickets colour-coded
- Mouse-over shows details



User Support Advisory Group (USAG)

USAG meets monthly
Participation from GGUS, OCC, ROCs, VOs, ...

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

GGUS shopping list

Weekly shopping list meetings of USAG sub-group to prioritize requests and define content of releases

<https://savannah.cern.ch/projects/esc>