



Enabling Grids for E-science

Recent developments in GGUS

www.eu-egee.org



- **Users can "subscribe" to a ticket to receive an email notification about the solution**
- **Introduction of several new types of problems**
- **Introduction of a public diary which triggers an email to the submitter when filled**
- **Implementation of a TPM management tool to facilitate the organizing of the TPM shift plans.**

- **New section called ticket relation section has been added to the supporters web interface:**
 - **Includes a feature called cross reference, which allows referring to other tickets.**
 - **Includes a feature called master/slave relation:
Mark a ticket as master and more tickets (slaves) can be linked to this ticket. If the master is solved all the slaves will be solved automatically too. If you have marked a ticket as slave you cannot modify it before the master is solved.**
 - **Includes a feature called parent/child relation:
The parent ticket is solved at the time when all its children are solved.**

- **Introduction of new states have been defined:**
 - **Open states:**
assigned, in progress, new, on hold, reopened, waiting for reply
 - **Terminal states:**
solved, unsolved, verified
- **New states are "on hold", used for requests when solution date cannot be determined at the moment and "verified" as status for the submitter to give his approval to a solution**

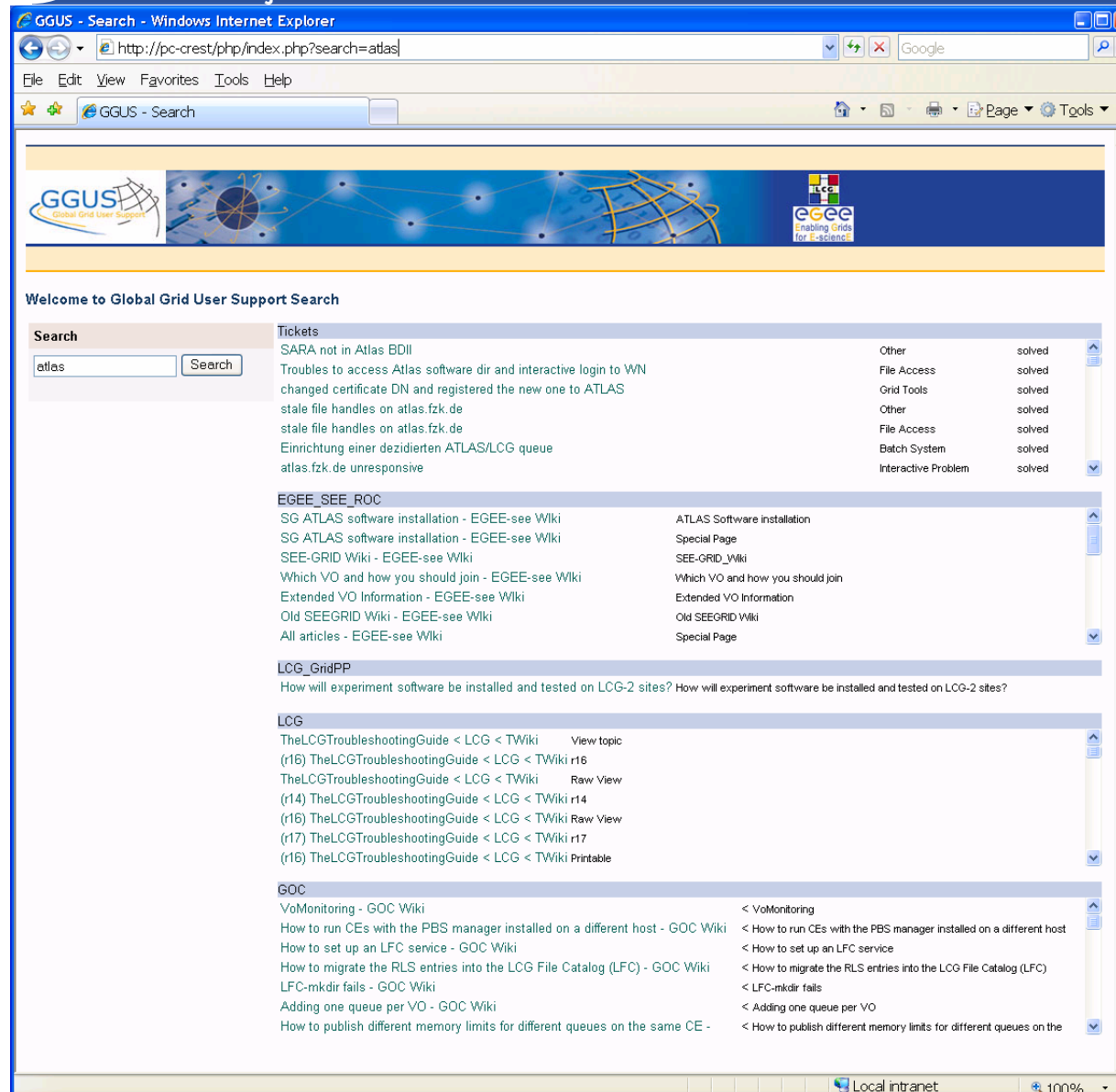
- **Added many new support groups to handle requests coming from VOs, monitoring, software issues etc...**
- **For those support groups FAQ documents have been prepared and published in the portal**
- **CERN savannah mail replies will be parsed by GGUS and added to the according ticket**

- **Escalation procedures have been introduced (tickets which are untouched since a few days are highlighted) and improved (for making the timestamp of the last ticket update by non-TPM people more reliable the name of the last modifier is compared to a list of names of the TPMs who are currently on shift. If the name of the last modifier matches an entry in the TPM list, it is assumed that this person currently acts as a TPM and not as a member of any other support unit).**
 - **GGUS offers a lot of new reports concerning ticket metrics/statistics for download**
 - **Metrics reports show a collection of reports which are defined by the Metrics Implementation Group (MIG).**
 - **Escalation reports for ROCs are now created every Monday and uploaded to the download section of the GGUS portal.**
 - **A new escalation report showing all tickets submitted during the weekend is implemented now.**
 - **Reports on metrics for TPM monitoring are available now.**
 - **The escalation reports offered by GGUS are being grouped by the audience. Current status: TPM - ROC - EMT**

- **Metrics for TPM monitoring team are implemented now:**
 - reports about tickets that changed the support unit several times
 - reports about tickets that took more than 1 hour to assign them to the appropriate support unit
 - reports showing the reaction time of TPMs (the time it took for assigning the tickets)
 - reports about tickets that rest in a status for more than X days
- **Ongoing improvement concerning the connection to the external helpdesk systems and the CIC portal and their synchronisation within GGUS**

- **Use knowledge management to improve the system**
 - automatic indexing of problem db, wikis, documents
 - semantic search engine
 - automatic solution suggestion





The screenshot shows a Windows Internet Explorer browser window displaying the GGUS search results for the query 'atlas'. The browser address bar shows the URL: `http://pc-crest/php/index.php?search=atlas`. The page title is 'GGUS - Search'. The search results are organized into several sections:

- Search:** A search box containing the text 'atlas' and a 'Search' button.
- Tickets:** A list of search results with columns for category and status.

Category	Status
Other	solved
File Access	solved
Grid Tools	solved
Other	solved
File Access	solved
Batch System	solved
Interactive Problem	solved
- EGEE_SEE_ROC:** A list of links related to software installation and VO information, such as 'SG ATLAS software installation - EGEE-see Wiki' and 'Which VO and how you should join - EGEE-see Wiki'.
- LCG_GridPP:** A link titled 'How will experiment software be installed and tested on LCG-2 sites? How will experiment software be installed and tested on LCG-2 sites?'.
- LCG:** A list of links related to the LCG Troubleshooting Guide, including 'View topic', 'Raw View', and 'Printable' options.
- GOC:** A list of links related to GOC Wiki, including 'How to run CEs with the PBS manager installed on a different host - GOC Wiki' and 'How to migrate the RLS entries into the LCG File Catalog (LFC) - GOC Wiki'.