



Enabling Grids for E-science

Report from GGUS BoF Session at the WLCG Collaboration WS

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- approx. 15 people
 - from ROCs, VOs, OMC, GGUS
- Presentations by
 - GGUS (T. Antoni)
 - ALICE (S. Bagnasco)
 - ATLAS (G. Negri) via VRVS
 - CMS (I. Fisk)
- No attendance from LHCb

- Everything goes through AliEn
 - everything is an AliEn problem for users
 - no direct user interaction with GGUS
 - users contact AliEn support and these experts then use GGUS or direct contacts to get problems solved
 - All problems submitted are urgent, a lot are showstoppers for the VO

- **Main concern: Problem solution is too slow!**

- There were also quite a few outdated comments from ALICE about emails from GGUS etc.

- Atlas users are using GGUS to report problems
- Atlas experts triage user tickets together with the TPM
- Atlas has web pages for their users and supporters with help on how to use GGUS
- Very positive response to improvements in usability (i.e. new search engine, documentation etc.)
- A few minor comments and request that would improve GGUS for Atlas
 - all of these we already know and are working on (Interfacing Savannah, ticket history)
- **Major concern: No or too few dedicated supporters in all areas**

- Technically GGUS works very well
- Helpful improvements over the last months
- Intuitive enough so that newcomers are able to navigate

- Problems are dealt with independently, which makes it hard to **group tickets**, to see patterns and general problems
 - We try to address this with the meta-ticket concept available since the December release
 - still some work to do

- CMS feels the need to rethink their support model
 - **combination of mailing list and tracking system?** Can we help?

- Atlas uses GGUS for VO first line support
- Alice and CMS use mailing lists for VO first line support
 - Only experts submit problems to GGUS
- We need to raise more awareness when we implement new features:
 - Few people were not aware of what was released in December e.g. the possibility for a supporter to link tickets together.

- People in general seem happy about the new release process and the new features implemented
- We really need the escalation procedure (due in February)
 - Service tickets will escalate to the operation meeting
 - Software tickets will escalate to the EMT
- If we improve/adapt the GGUS system to better fit the VOs needs maybe we can look into integrating their mailing list(s) inside GGUS and use them via the ticketing system...
 - The 'closing of the tickets' seems a small price to pay to get the tracking and history of the problem
 - GGUS would also afford a direct and bilateral interaction between the VOs and the ROCs.

- The most important and recurrent complaint at the moment is the long time it often takes to solve problems
 - this is mainly a resource issue -> more dedicated supporters are needed
 - it makes people look for (and find) bypasses of the official support channels

- We need to cater for and focus on the VO needs
- Address the lack of manpower behind the system so that the time to solve a problem becomes shorter.
- To improve the documentation and training material available from the website

