GGUS Experience CMS

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In general from a technical standpoint CMS finds the current operational support infrastructure functional

➡ GGUS system on LCG generally works

User interface is OK

➡ The addition of better search capabilities is a nice improvement

Tickets are not dropped

➡ System has not been exercised under enormous load, though we have generated more than 30 tickets in a couple of day period, and technically everything worked as it should

Interface for responders seems intuitive enough

➡ Even relatively new support people appear to be able to navigate

General Issues (1/3)

It seems from our perspective that the current support infrastructure operates on the premise that infrastructure works

➡️ It is intended for operations. This is good we are trying to transition to operations ourselves

➡️ Errors are independent events that can be dealt with

It is not clear that it is optimal for the deployment phase where there are system wide problems and many components are not working

➡️ Appears hard to see systematic problems

- Tickets are assigned to ROCs independently

- Would be nice to be able to chain tickets together

➡️ Requires operations people for both the grid and the VO to be diligent in looking at the tickets and trying to draw conclusions

- We do some of this now with the web browser and e-mail, but even categorizing tickets would help.

Lesson from CSA06

Need to work on the user support model

➡ The crab-feed-back list with community support works remarkably well

● but it's possible for requests to fall through the cracks

● Perhaps there is a compromise where tickets are tracked, but everyone still has an opportunity to see them

The number of new people trying distributed analysis is increasing

➡ CRAB and data management tutorials are useful

➡ Need to increase the diagnostic information obvious to users

Perhaps GGUS can help in this regard

Solving problems in the distributed computing system is hard

➡ Finding out who should be solving them seems to be equally hard (sometimes harder)

➡ In user tickets we get summaries describing the failure of a full chain

- Having sufficient expertise to accurately diagnose and route a ticket requires particularly expert front line triage support.

- Not sure how other VOs are developing this support

➡ Does it make sense to instrument the site availability tests to automatically generate GGUS

- Some of those tests could be reasonably identified with a single service and catch errors before users see them

  - CMS still has diligent users catching problems first.