



# ATLAS Experience with GGUS

*Guido Negri*  
*INFN – Milano*  
*Italy*



[www.eu-egee.org](http://www.eu-egee.org)



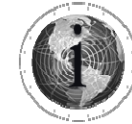
## The experience so far



ATLAS has been using GGUS since September 2005. After a first relatively “quiet” period, help requests are now coming at an increasing rate.

This is due to the increasing number of users accessing the grid and to the better advertisement of the system throughout the collaboration.

# What users need (FAQs)



Most of ATLAS users requests to GGUS are about

- grid tools
- authentication on grid resources
- site misconfiguration
- need for specific documentation and usage guides

# How we supply help



ATLAS has chosen to be represented by a first line support unit in GGUS, so that tickets and users requests are immediately sent both to the generic TPM team and to the ATLAS team.

Help is supplied using the resources offered by GGUS (the search engine, the documents in the GGUS repository, the automatic reassignment of tickets to other support units, ...) and more VO specific resources (the support units for ATLAS specific middleware and software).

A [web page](#) maintained by the ATLAS TPMs provides info to users on how to submit tickets to GGUS and links to documentation (accessible from the ATLAS Operations WG page).

A [web page](#) offers the ATLAS TPMs links and info on second line support teams.

# Pros of GGUS



- ease of use
- fast way of forwarding tickets to competent support teams
- completeness of documentation and references
- good support from the developers and the TPM team
- the “reminder” of open tickets
- a simply browsable repository of all submitted requests, providing a source for documentation and metrics
- almost all support contacts are present and **now** easily findable

# What we still need



From our side:

The number of grid users is increasing, the middleware is continuously changing (new tools, new features, new architectures), different users have different needs and different habits in using some tools: a better defined usage policy and up to date documentation are vital in avoiding loss of time and of resources.

The VO specific support units are sometimes not well integrated with GGUS (they usually rely on Savannah portals, which cannot automatically interact with GGUS).

People responsible for the first line support are usually involved in other time consuming activities, slowing the response time to requests. A shift schedule is practically impossible. More people in the team would mean shorter response time.

# What we still need



From the GGUS side:

- Big improvements have been done in the latest release of the GGUS portal, both in its features and in its graphical layout
- A clearer and more detailed list of support units is available. Maybe some more info about these contacts may be supplied (work is already in progress, as can be seen from the [resp\\_unit\\_info page](#) and like pointed out in a [discussion in the “ESC Shopping List”](#))
- Tickets risk to get stuck when they’ve been assigned to external support mailing lists or savannah teams. In these cases, the VO TPMs have to pay particular attention to the tickets workflows. This is absolutely fair, but maybe some help from an automatic notification would help a lot
- After mailing to the submitters, sometimes the replies are a bit too long and hardly readable with all of the original message still appended to the reply text. Removing it could help (but we understand it’s not so easy to do it automatically)