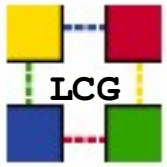


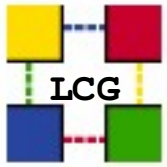
WG5 Report
LCG-1 User Support

Members of the WG5:

- Luca dell'Agnello (Italy)
- Ian Bird (Cern)
- John Gordon (UK)
- Thomas Kachelhoffer (France)
- Klaus-Peter Mickel (Germany)
- Laura Perini (Atlas)
  - ☛ Thanks for sending mails regarding the draft :-)

Persons at GridKa (Karlsruhe), who have written the draft paper:

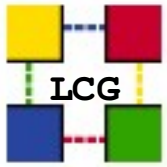
- Hans Baer
- Roland Pietschmann
- Wolfgang Thoene



WG5 – The Mandate

Recommend the initial LCG-1 user support model, including:

- Define the scope of responsibilities for a call center and/or helpdesk type facility serving LCG
- Define the call center – one place or many ? – and define the process for communication to ensure problem resolution tracking,
- Define acceptable user expectations (or SLA, service level agreements), including the framework within which to implement these,
- Define how such a facility interacts with local support services at sites providing grid resources,
- Recommend procedures and tools to track and coordinate distributed/grid problem resolution



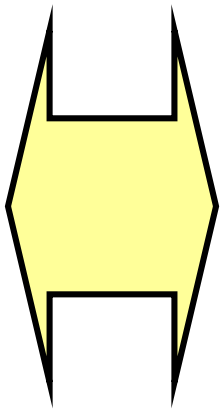
General Approach

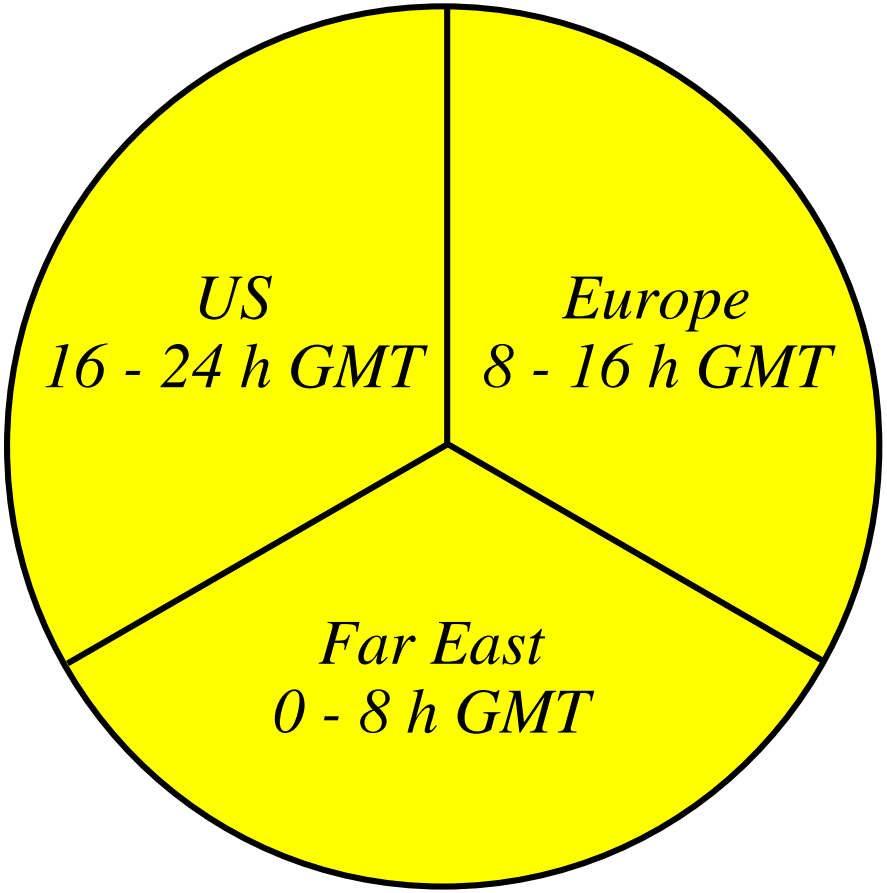
- We need a support for 24 hours on all days of the year
- We propose three different support centers in three different time zones
- Alternatively: should all T-1-C become support centers?
- We propose one single point of access for all global distributed users:
  - One www portal (e.g. www.grid-support.org)
  - One mail address (e.g. info@ grid-support.org)
    ⇨ should be switched to the active support center at a time
  - One phone number (e.g. +41-22-76-12345)
    ⇨ should be switched to the active support center at a time
- Communication between the three (or more) support centers should be organized with a ticketing system via XML and with replicated databases

General Approach (cont'd)

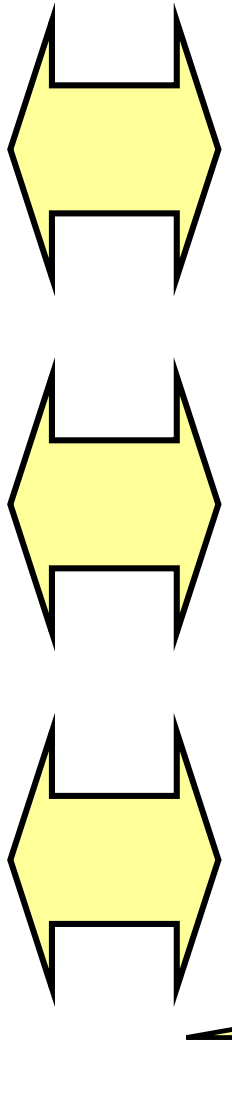
One single point of access for all Grid users all over the world

Access via web, mail or phone





Three different support centers in three different time zones



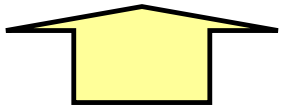
Local Grid operations

Local Grid operations

Local Grid operations

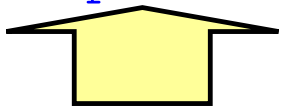
Local Grid operations

Local Grid operations



Customer Level

Support Level



Local operations Level

The Support Model – three levels

Customer Level:

Problem oriented
- Submit a problem
- Track a problem

Information oriented
- Ask for current Grid status,
- documentation, training

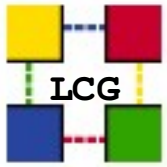
Support Level:

Three (or more) identical support centers with:
- Helpdesk application
- User, ticket and resource data base
- Knowledge base

Local Operations Level:

At each T-1-C (and also at each T-2-C?) e.g.:
- Problem solving
- Maintenance
- Local services
- Resource management
- Preventive activities
- Problem announcements

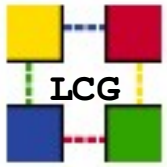
On call service outside the working hours



Defining SLAs – It's not easy

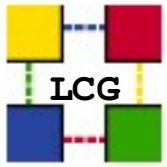
There must be defined objective goals and metrics, e.g.:

- What is supported?
- When is it supported?
- Defining acceptable reaction/solving time for easy / mid / difficult problems
- Defining an escalating mechanism
- What is the commitment to solve problem reports? (from user's view, from supporter's view)
- Number of problems reported per time unit
- How many user problems were solved within how many days?
- How many user problems were escalated within how many days



Organization

- There is **one** overall Grid Portal
- Behind it are hidden three real support centers with well trained support people
- The three real support centers have to have the same software and hardware systems
- At all real support centers, there must be the identical (replicated) databases and Grid user directories
- **All systems and support people are tripled; therefore a very high reliability is reachable**
- As a ticketing system one could choose:
  - A commercial product (like Remedy)
  - An open source product (like Gnats or Request Tacker)
- One should establish a knowledge base with all solutions of all user problems. With such a knowledge base it should be pos-sible to solve about 50 % of all user problems "out of the box"



Next Steps

An important headline:

Effective User Services in a Grid Environment are absolutely essential for a greater success of the Grid.

The next steps could be:

- Evaluate a ticketing system / prepare a decision paper
- Evaluation and implementation of a ticketing system
- Implementation of a first version of a support portal
- Define interfaces to the local operations
- Creation of some central documentation and FAQ
- Implementation of a first (single) support center with a ticketing system

➢ **Who ?** ➢ **Deadline?**