WG5 Report
LCG-1 User Support

An Addendum

as a response
to some questions
to the WG5 report

(GDB, 10/04/03)

Klaus-Peter Mickel, GridKa Karlsruhe

WG5 Report Addendum
LCG-1 User Support

- Some General Remarks - 1:
  - We see the central user support teams as a virtual organization above all the Grid Operation Centers.
  - They are not directly integrated into a local operation, but they can (and should?) share the same location and the same system.
  - There is always only one center on duty for the Grid users.
  - We see the central user support team in duty as the only interface to the Grid users (see overnext slide)

WG5 Report Addendum
LCG-1 User Support

- Some General Remarks - 2:
  - The three User Support Centers have to have the same software systems that will be synchronized to all three locations.
  - The central support staff is the only interface to the Grid users in case of a problem but can mostly not solve the Grid user's problem themselves.
  - The central User Support could not provide training nor integration support, but can coordinate both
  - The central support knows, whom to call in case of any problem

WG5 Report Addendum
LCG-1 User Support

- General duties of the central support
  - Interface to the Grid Users
  - Record problems
  - Solve problems resp. pass it to the more educated local operations and track the problems till they are solved
  - Escalate problems if they are not solved within the defined SLA's
  - Maintain the documentation, FAQ's and the knowledge base in collaboration with the local operations
  - Know what to do and whom to call in case of a problem

WG5 Report Addendum
LCG-1 User Support

- Training
  - Our opinion is:
    The central support team cannot train the users or provide courses, but only coordinate course schedules and maintain registrations
  - We propose to setup another WG to find a solution to this task

WG5 Report Addendum
LCG-1 User Support

- User interaction: We mean the support website is a portal, within the user can:
  - Submit a new ticket
  - Track his open tickets
  - View results / history of already closed tickets
  - Search the FAQs
  - Search the Knowledge Base
  - See the status of current jobs, of different local operations, of the GRID overall

In addition the user can view and search other documents like:

- Developer documentation
- Web Based Trainings
- Course schedules
- Link lists to other points of information

WG5 Report Addendum
LCG-1 User Support

- A very important open question: Should all user requests go unfiltered to the central user support center or should they be filtered by an experiment support center?
  - Number of requests per day (estimated):
    - One request from every user per month (6000)
    - ➔ 200 requests per day ➔ 10 requests per hour
  - Pro "all requests to the central center":
    - Service center is on duty around the clock
    - Service people can point the requester to the FAQs or to the experiment support
    - The Grid users will always call the same telephone number, use the same web address and have only one problem or ticket number.
  - Con "all requests to the central center":
    - Possibly too much experiment specific questions
    - Possibly too much very easy problems from "stupid users"

Organization

(slide from last GDB meeting)

- 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 possible to solve about 50 % of all user problems "out of the box"

Next Steps

(slide from last GDB meeting)

An important headline:

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

The next steps should 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 ?**