User Support in EGEE Task Force Meeting, August, 4th 2004, Karlsruhe FZK

Minutes

v0.1 Wolfgang Thöne, 5th August 2004

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http://agenda.cern.ch/fullAgenda.php?ida=a043317

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01 Time of meeting

The meeting started at 09:00. Wolfgang is the chair

02 Attendances

CERN Alistair Mills (CERN - secretary)
Central Wojciech Wislicki, Jan Kmunicek
France David Bouvet
Germany Wolfgang Thöne, Helmut Dres, Guenter Grein
Italy Marco Verlato (via Video Conference)
UK Andrew Richards
Northern Ron Trompert
Southeast Ioannis Beredimas
Southwest Mario David
Russia –

03.1 Welcome note

Rainer Kupsch head of DASI department where GGUS is a subsidiary and deputy of Institute of Science Computing at FZK gives a welcome note to all participants.

03.2 Presentation of the current GGUS support system

Wolfgang gives an introduction to the current GGUS support system. Based on some transparencies (attached in the agenda) he presented the logical and technical layout of the GGUS sup-

port system and applications. After this there was a live demo of the system.

04 Basic support model

Based on the decision of the ROC managers meeting on 20.July.04 (see minutes of this meeting at http://agenda.cern.ch/askArchive.php?base=agenda&categ=a042493&id=a042493/minutes) there was a discussion how to implement user support in EGEE.

One result was that only a central system allows:

- Reporting on support activities
- Provide feedback to quality assurance group
- Define and maintain Service Level Agreements (SLA)
- Provide a knowledge base that can be integrated easily in to local and central systems and help the support people to solve user problems fast and without reinventing the wheel again an again.

Finally the group agreed on the following targets for the meeting:

- defining a basic framework for a central support application that integrates the local support systems
- defining basic workflows for this framework
- implementing a pilot interface between one local support system an the central GGUS system

05 Processes

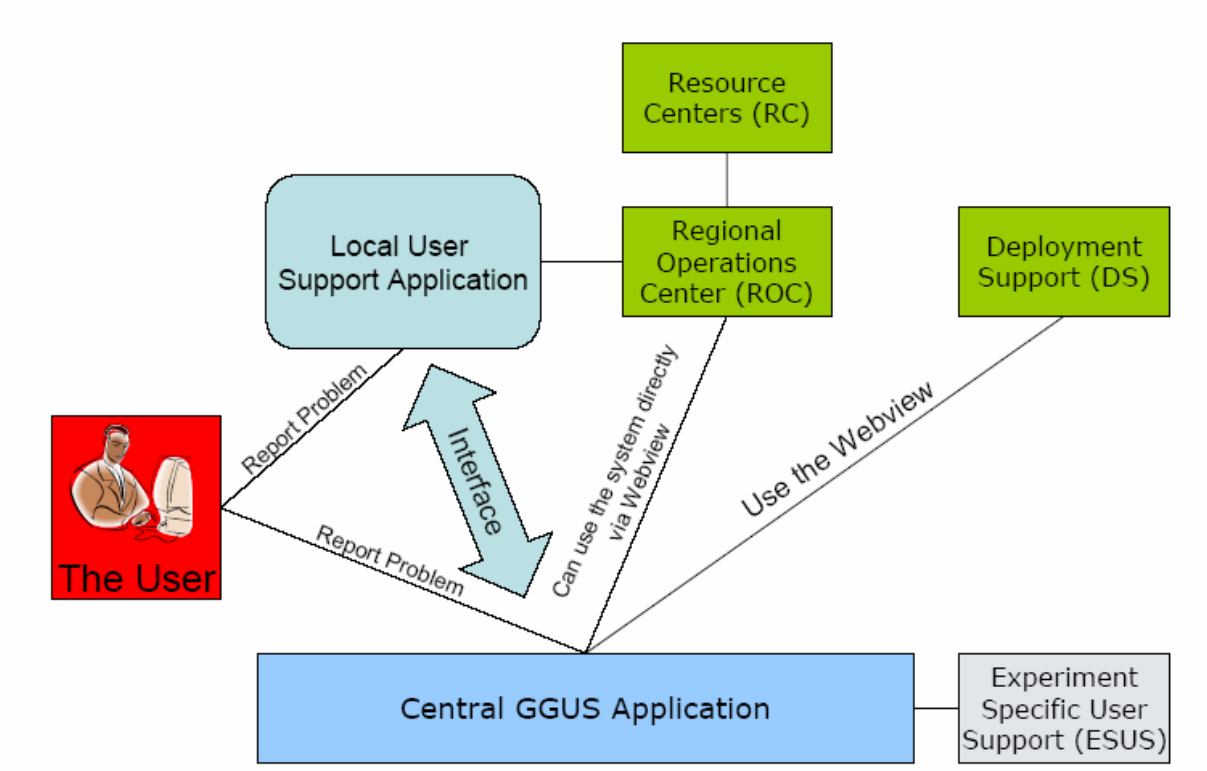
In this session the group decided to look at the processes in a practical way. The group defined the support groups that they need to take into account. These groups are:

- ROC Support
  - Includes the support for the RC's
  - Includes the support for the special duties if ROC is CIC
- Deployment Support
  - Mainly at CERN
  - Maybe only during the first phase of EGEE project
- Experiment or VO specific support
  - Needs to be defined on a per VO base
  - Needs to be addressed with the SA1 activities

Each ROC needs to name one person for implementing the user support and one for running the user support. Within each ROC the ROC user support can (should) define additional expert

support groups based on the knowledge of the support groups. If a problem could not be solved within a ROC the problem can be sent to the GGUS team who will take care of the problem and assign it to an appropriate expert team or group.

Based on these assumptions the group defined the following model:



As the VO's and the experiment specific user support (ESUS) are currently not defined very well, even within the experiments, ESUS was not considered to be important at this stage of the project. FZK is, due to their activities within LCG, in contact with the LCG experiments. CMS has been chosen as a pilot for implementing ESUS activities. FZK will report on these activities based on the development of the activity.

06 Interfaces

Based on the defined model, we need to define interfaces to the local support applications. FZK and INFN will setup a pilot implementation to connect the INFN trouble ticketing system with the central GGUS system. This interface will be based on emails to be exchanged between the two systems.

The pilot should be finished by the end of October. Responsible for this task are Wolfgang and Marco.

It is planned to provide a WebServices Interface to the central system as well. This will be delayed after implementing the email interface.

07 Tools

The tools discussion was very short, as we currently can't see tools that are needed. There are several tools in place like GridIce and other monitoring tools.

08 Any other business

In the defined model, the definition of categories of problems is very important. The group discussed the current GGUS "Types of problem" and defined the following list for the suggested model:

- Account
  - LOGIN
  - Password
- Backup / Archive
- Certification
- Connection to ROC / RC
- File Access / Management
- Grid Tools
- Information
- Interactive Programs
- Infrastructure
  - Resource Broker
  - Information Manager
  - Replica location service
  - Grid Monitoring
  - Other
- Programming
- Application Problems
- Other

09 Proposal to the ROC managers

After having the discussions and talks over the day the group decided to propose the above to the ROC managers. Alistair was asked to prepare a summary for the ROC managers and put this to the agenda of the next ROC managers meeting or phone conference.

End of meeting

The meeting ended at 17:15h

Actions
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a. Wolfgang will report on the CMS ESUS activities
b. FZK / INFN will implement the email interface pilot till end of Oct./2004
c. Alistair will prepare a result document for the ROC managers conference on Sept. 09. So the ROC managers could agree on the proposed proceeding