
Forschungszentrum Karlsruhe
in der Helmholtz-Gemeinschaft

Welcome to the User Support for EGEE Task Force Meeting

The agenda is as follows:

Welcome Note & Presentation of the current GGUS Support system

Basic Support Model

Coffee brake

Processes

Lunch Break

Interfaces

Tools



Wolfgang Thöne, Institute For Scientific Computing – EGEE-Meeting August 2004

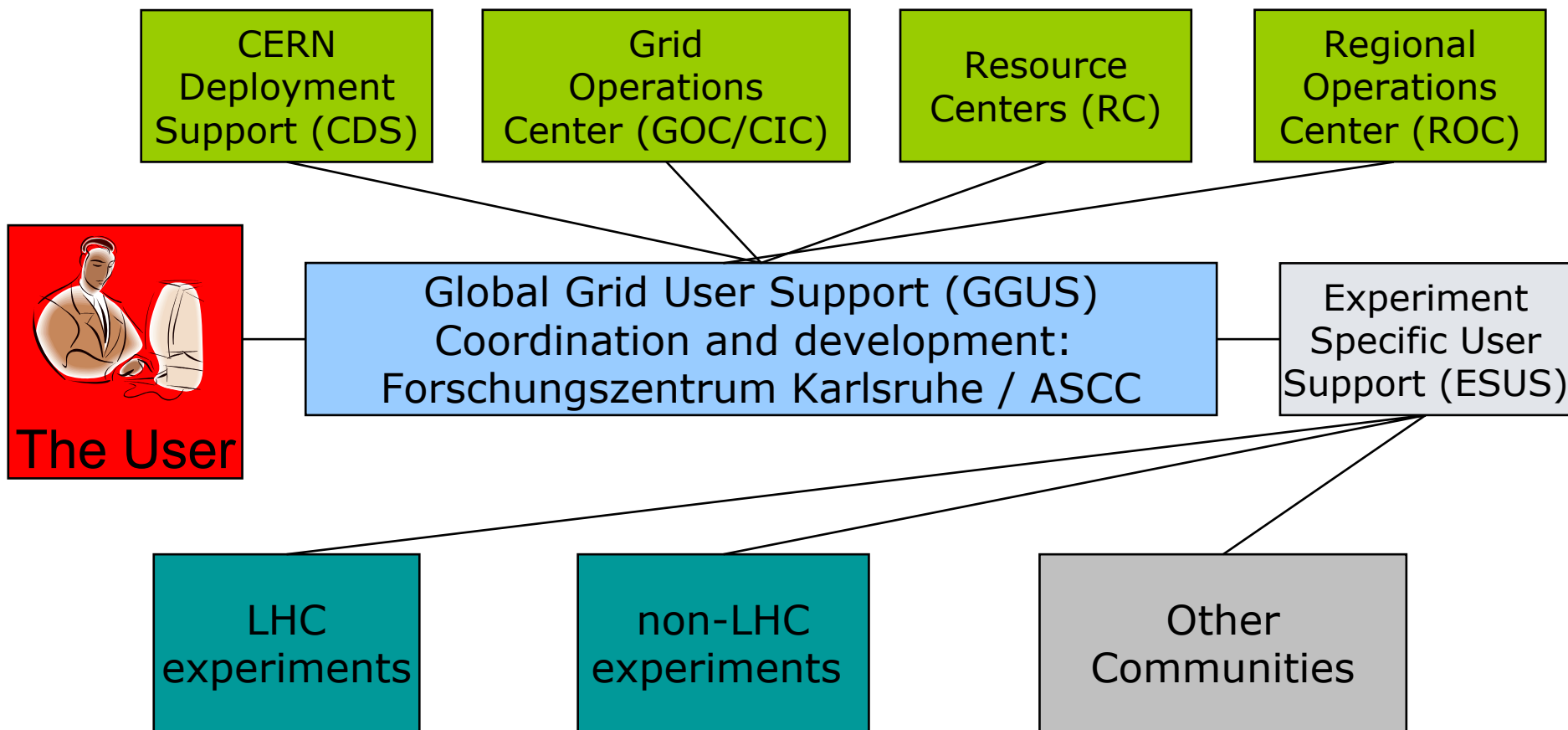


Presentation of the current Support System

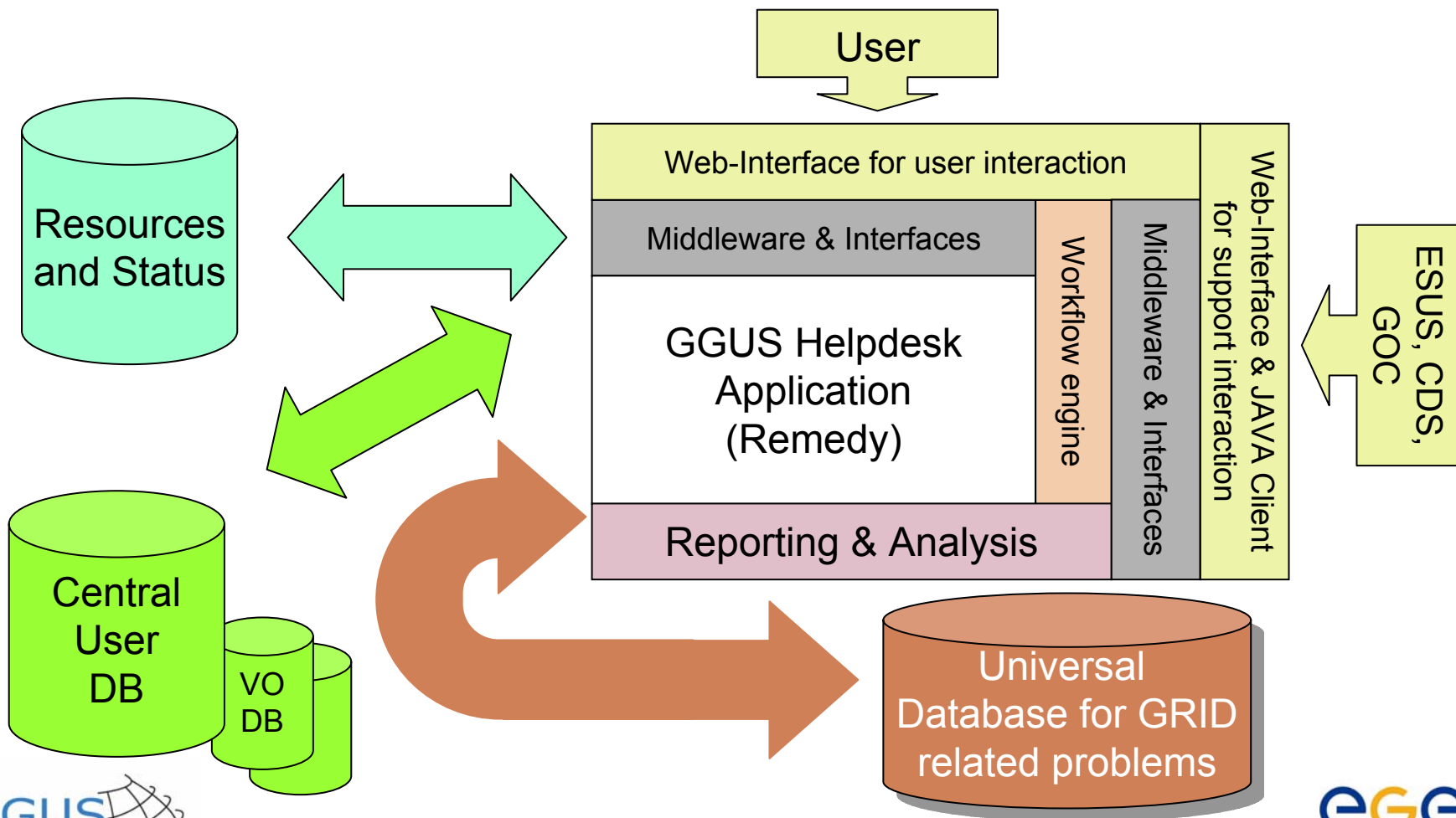
Our Vision:

- Build and maintain a centralized database of all Grid relevant methods and tools

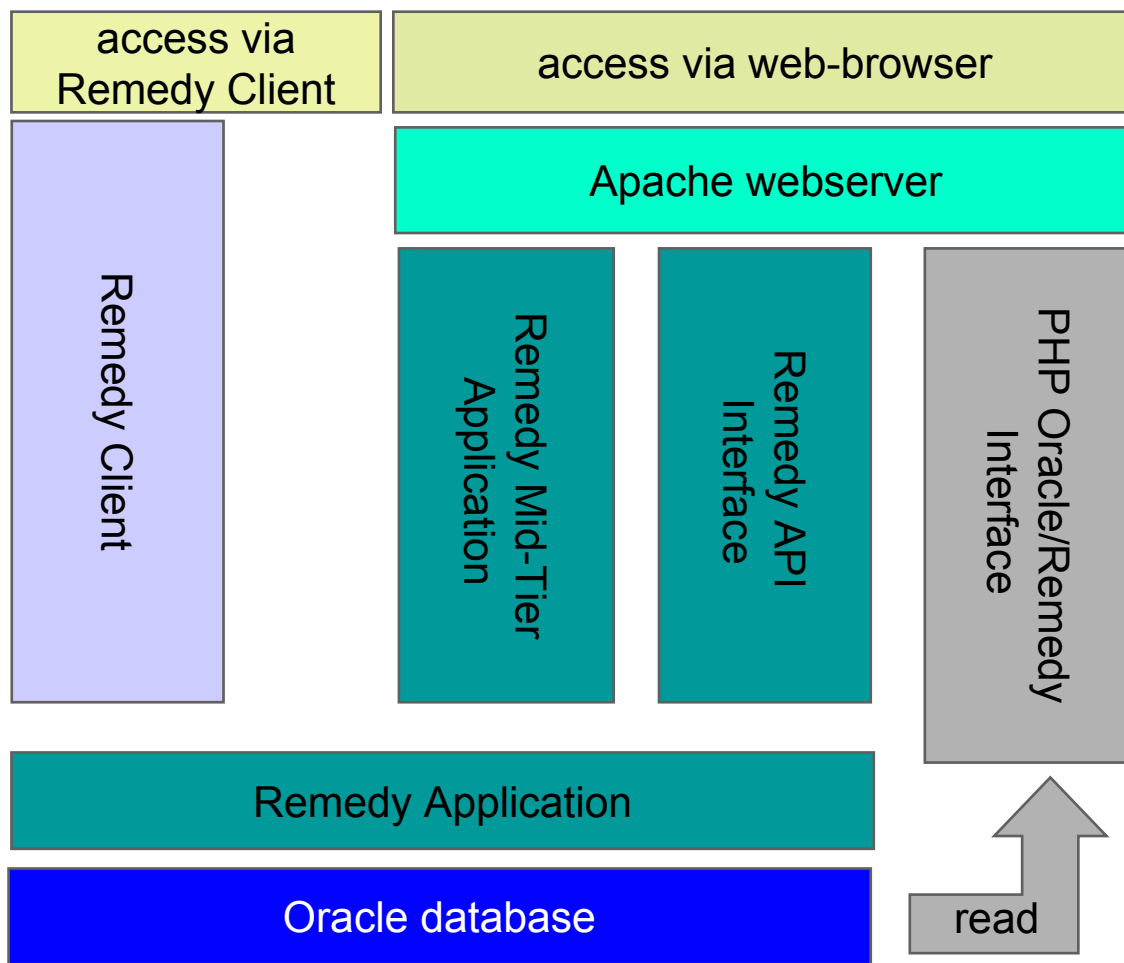
Support Teams within LCG & EGGE



Architecture



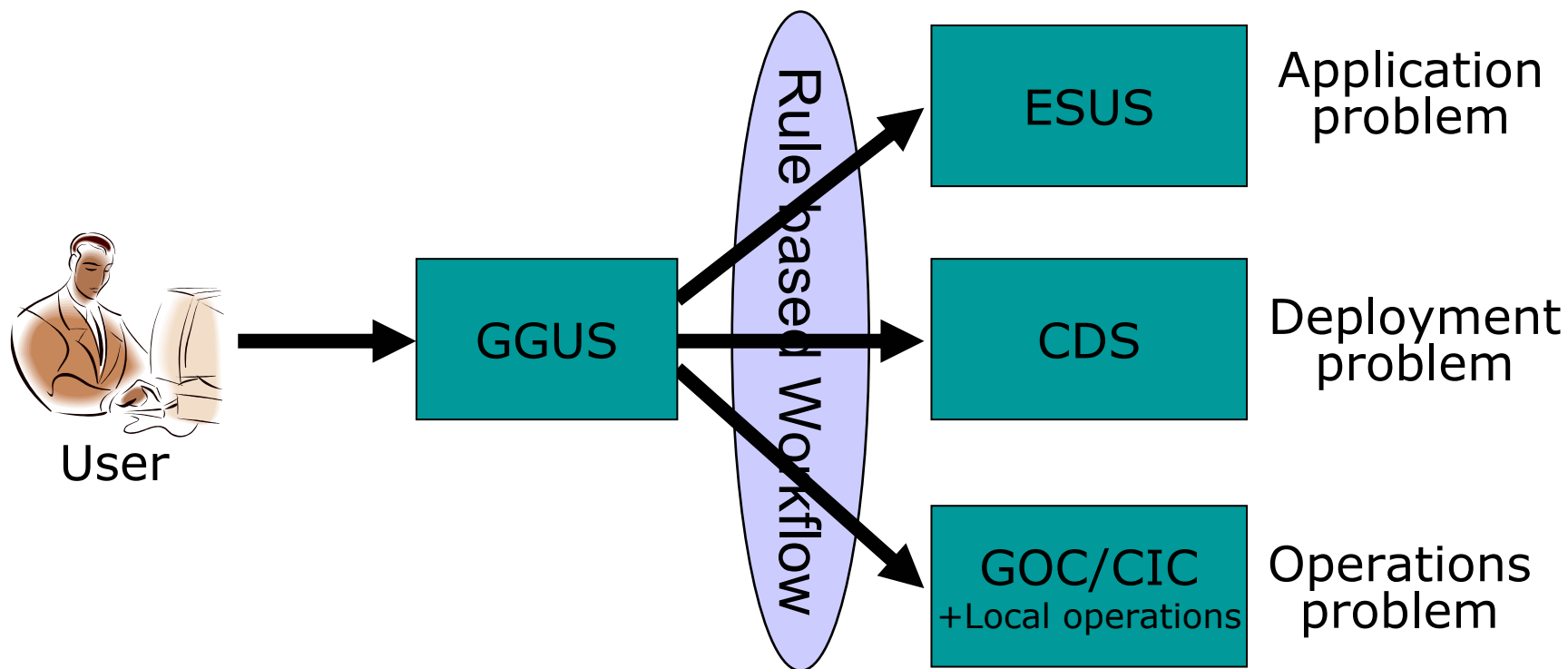
Application model



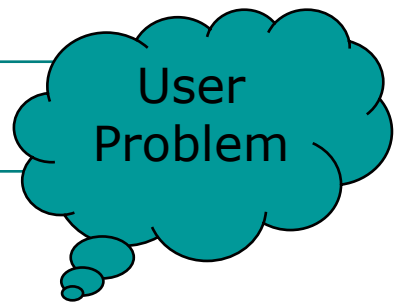
Application model

- SuSE Linux 9.0
- Apache 1.3.x with mod_ssl
- PHP 4.x
- Oracle OCI 9.x
- MySQL 4.0.x
- Tomcat 4.1.x
- Remedy 5.1 Server & Middleware → will be 6.x
- Remedy 5.1 C/C++ API → will be 6.x

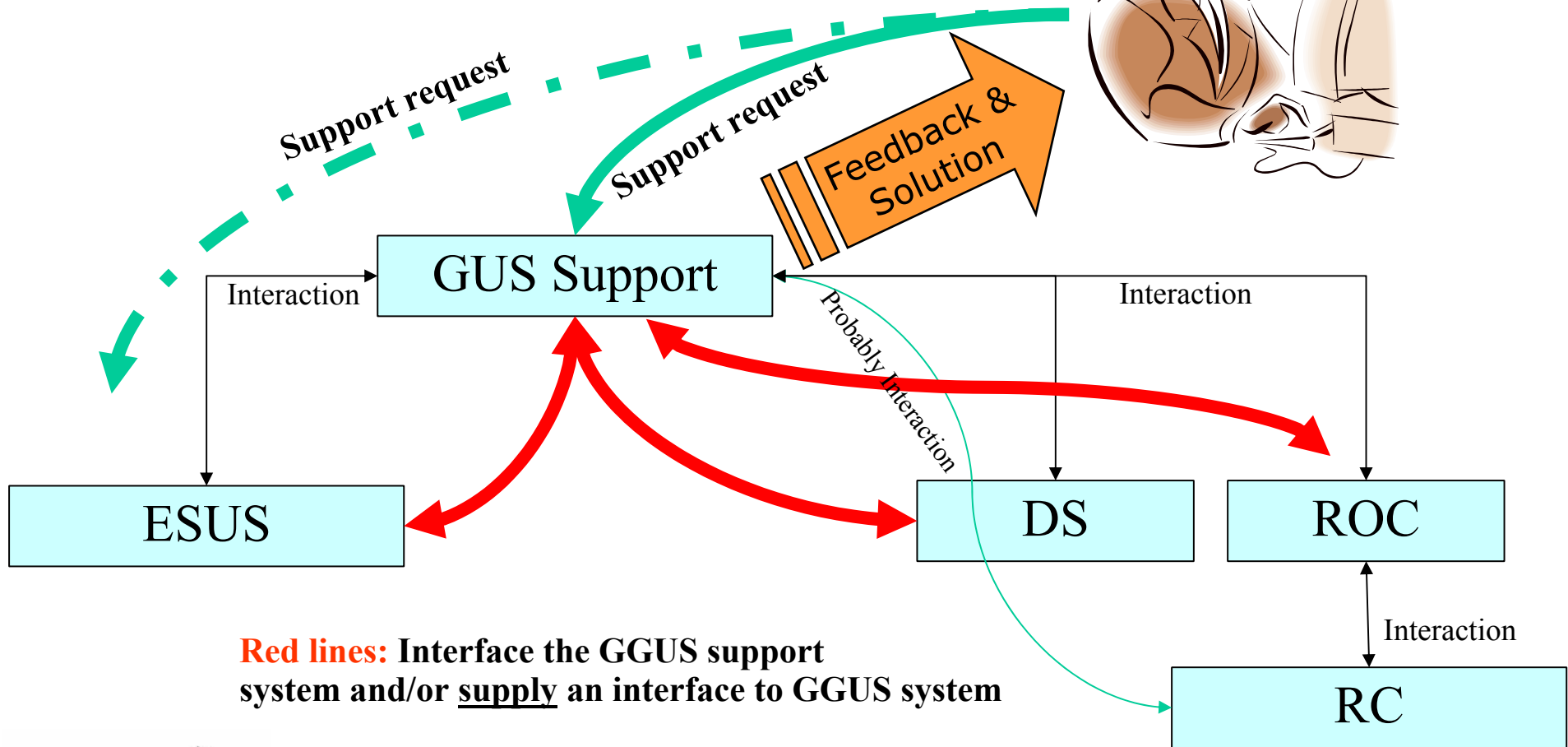
Support Workflow



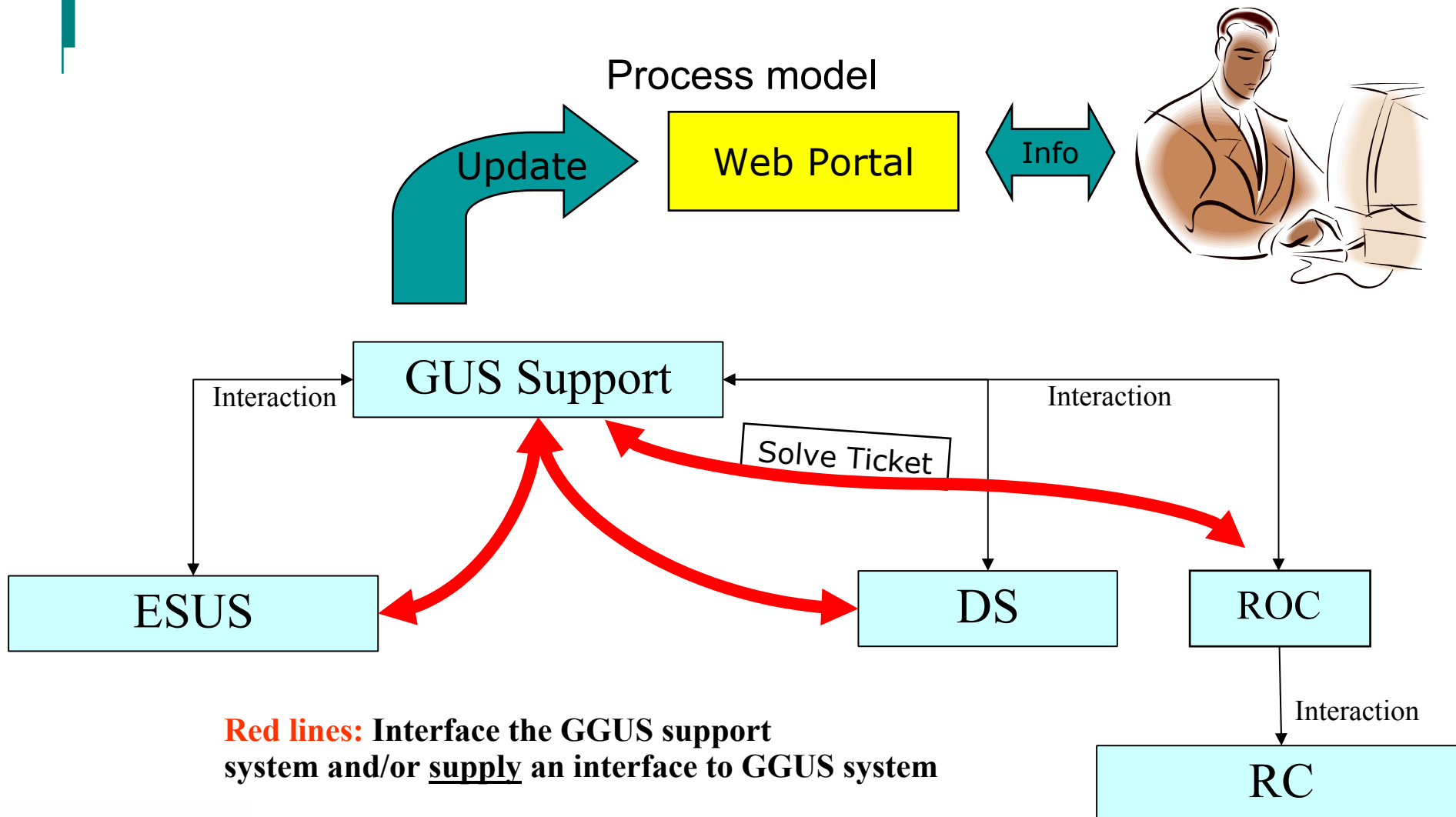
Live demonstration!



Process model



Red lines: Interface the GGUS support system and/or supply an interface to GGUS system



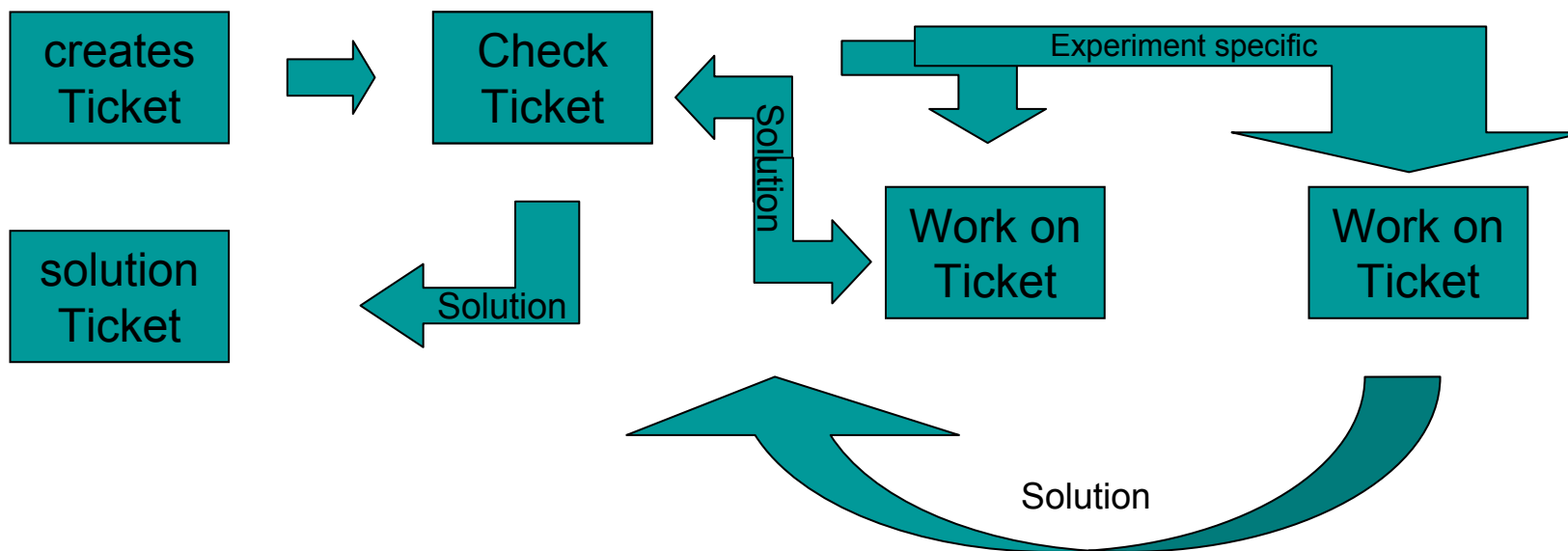
Workflow

Grid User

Support

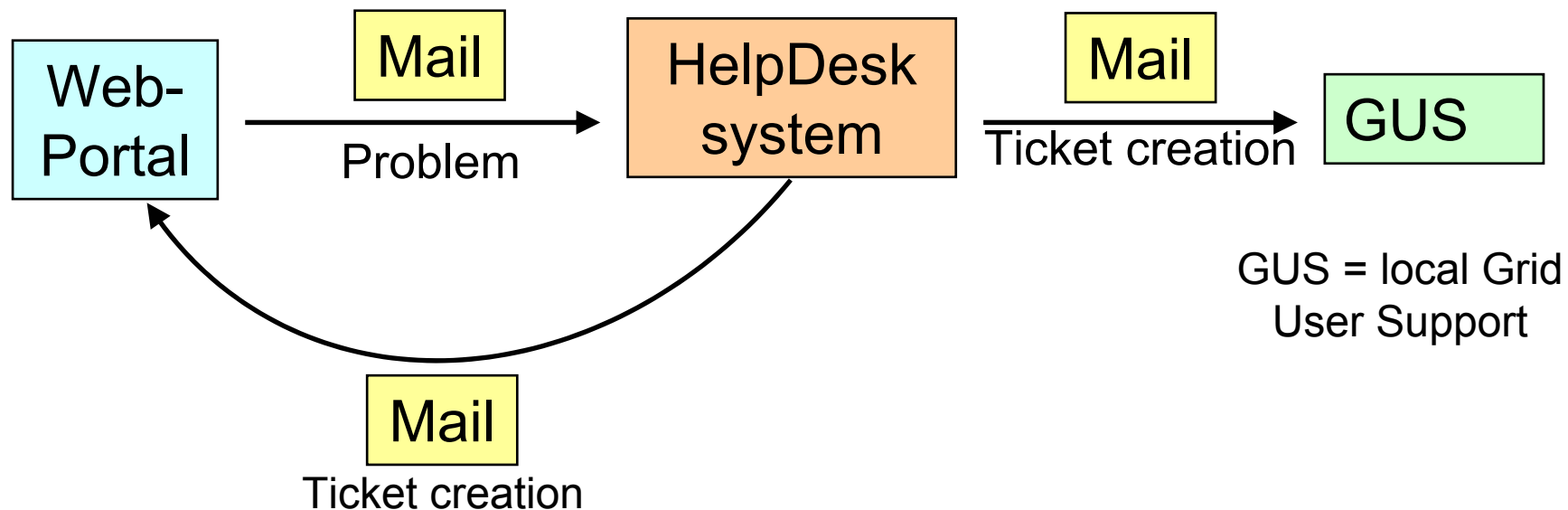
ROC / DS / RC

Experiment Support



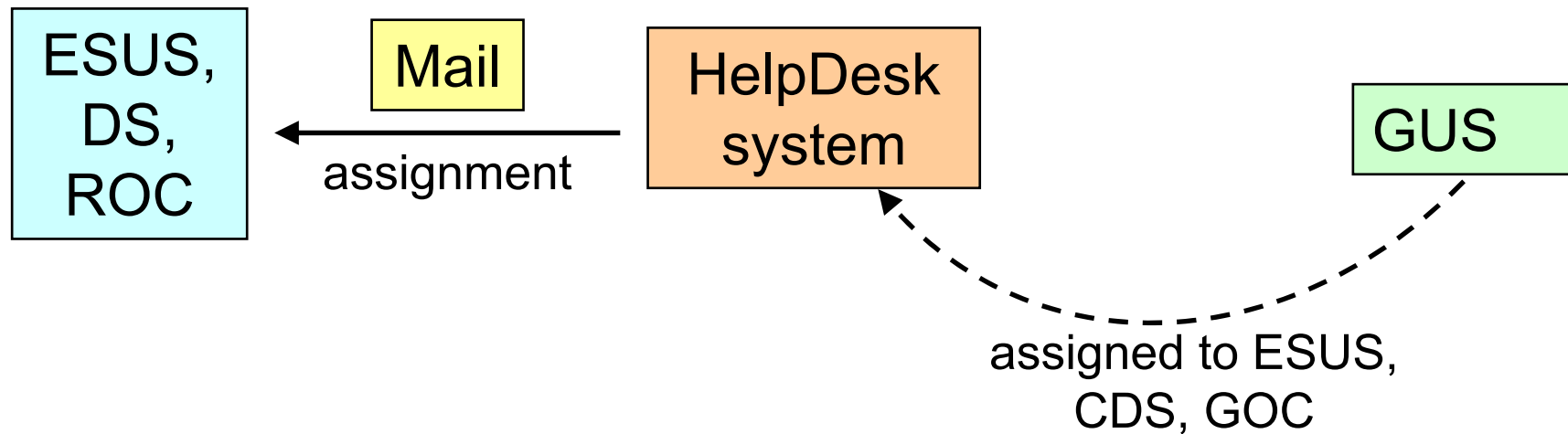
Workflow

Ticket creation



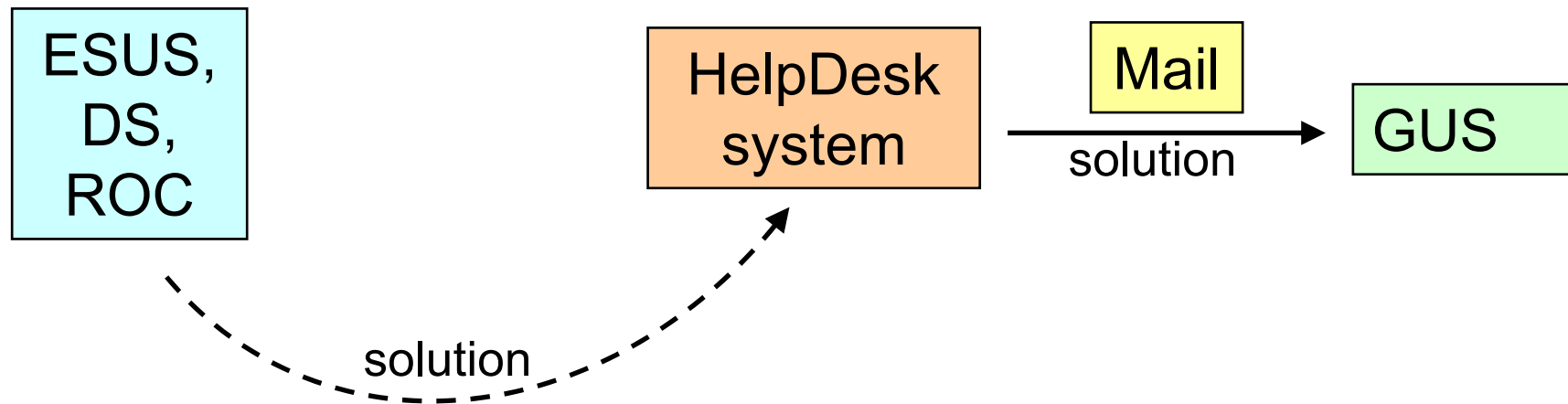
Workflow

Ticket assignment



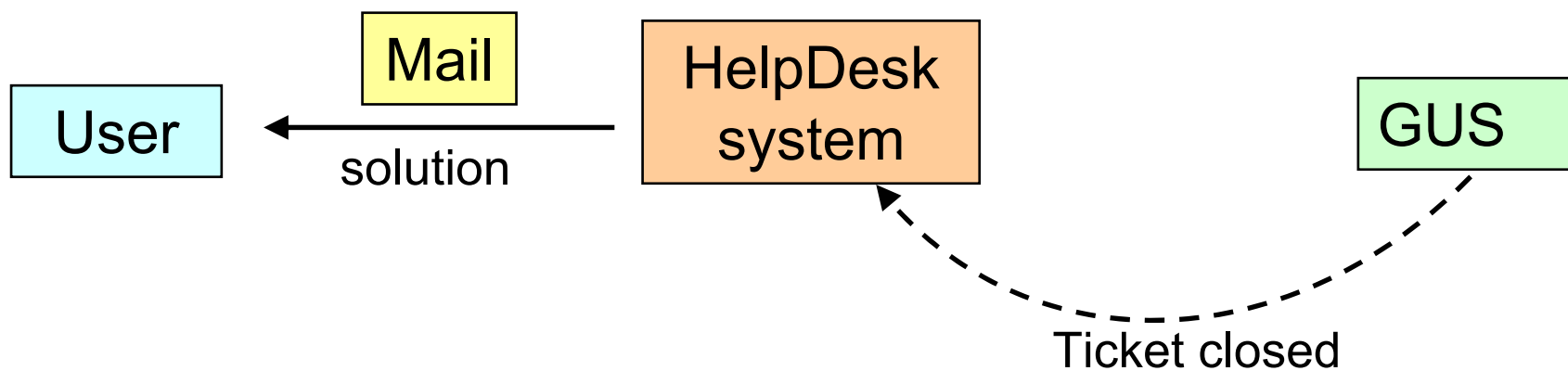
Workflow

Ticket solved



Workflow

Ticket closed



Nice base, but how to
adapt to EGEE?!

What the ROC Managers decided:

6.05 User Support

Holger and Wolfgang led a discussion on the plans for user support on EGEE. There is a meeting scheduled for 4 August 2004 in Karlsruhe. A document has been circulated about user support. [see later - Ed]. This document has received only limited distribution and is not in EDMS for example.

There was agreement that system which supports user calls should be centralised and in Karlsruhe, but that the calls should be handled in a distributed way with calls being dealt with as close to their origin as possible to allow for support in local languages for example. There was agreement that this system should be simple and scalable. It is the task of the support task to determine how this can be implemented in a timely and effective manner. Wolfgang said that he had ideas on how this could be done.

There was talk about the cost of attending the meeting in Karlsruhe. Concerns were expressed about the cost of attendance by Central region. Aleksander said that he would try to resolve this to ensure that CE is represented at the meeting.

[A pdf of the user support document has been added to the agenda page for the meeting - Ed].

Things to do right now:

- Define Use Cases
- Define necessary Security
- How to integrate NA4
- How to integrate CIC
- How to integrate Experiment support
- How to manage VOs