



Enabling Grids for E-scienceE



TPM Training - Introduction

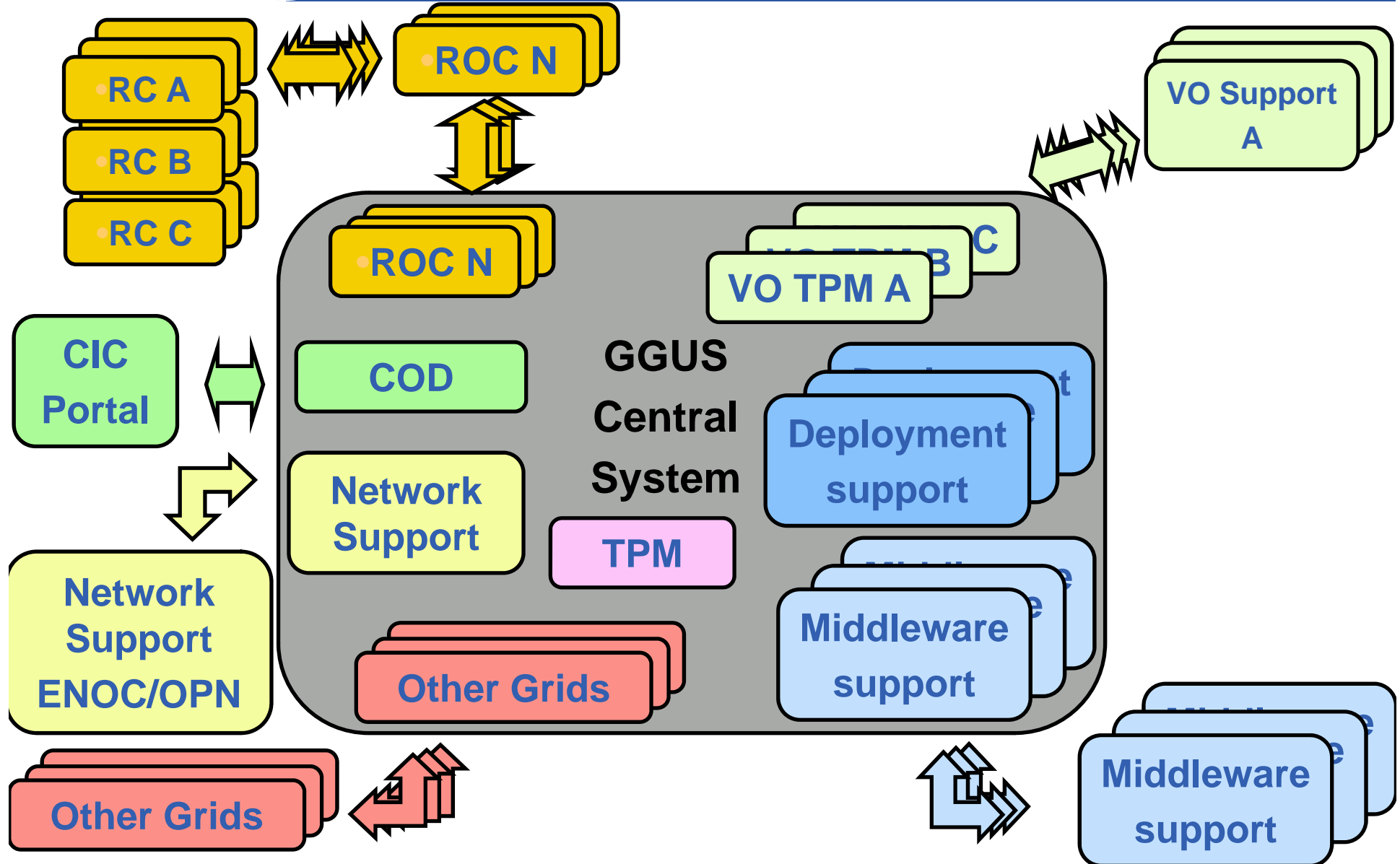
Torsten Antoni

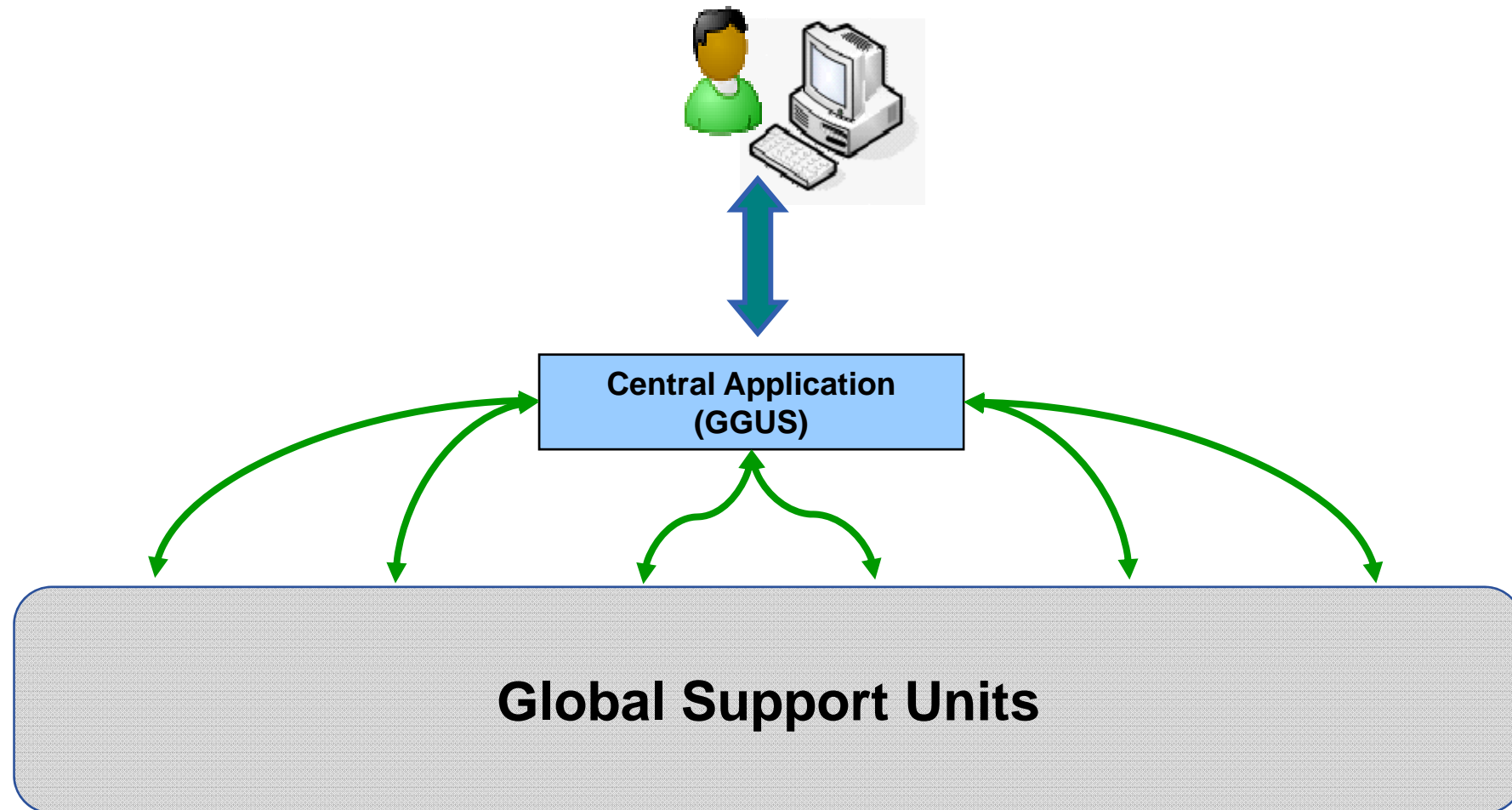
KIT-SCC

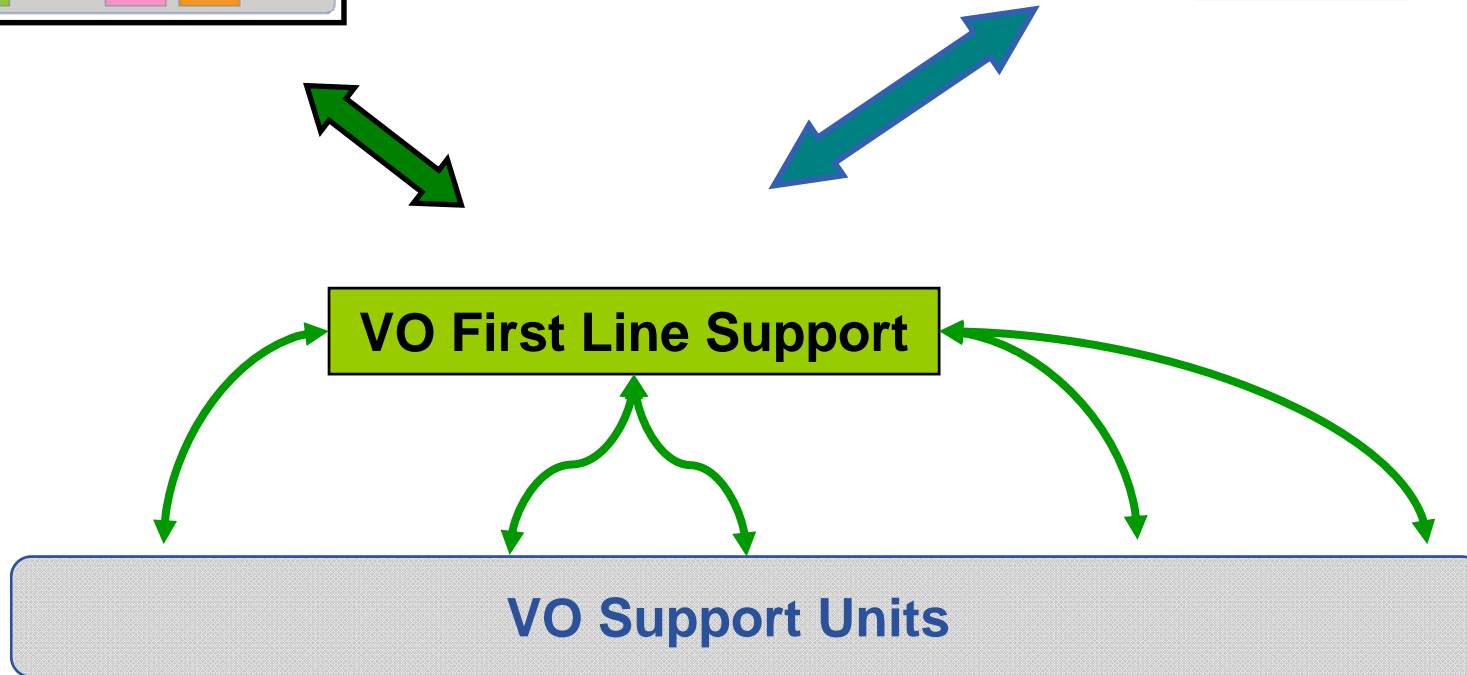
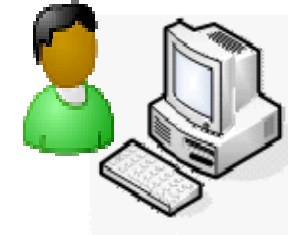
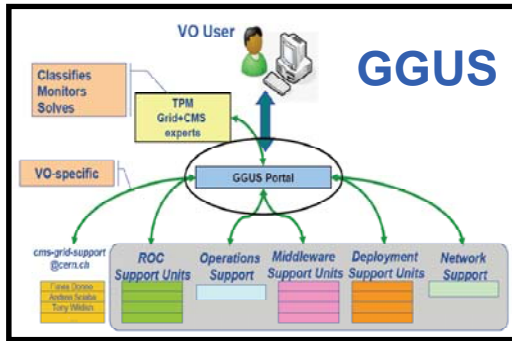
www.ggus.org

www.eu-egee.org

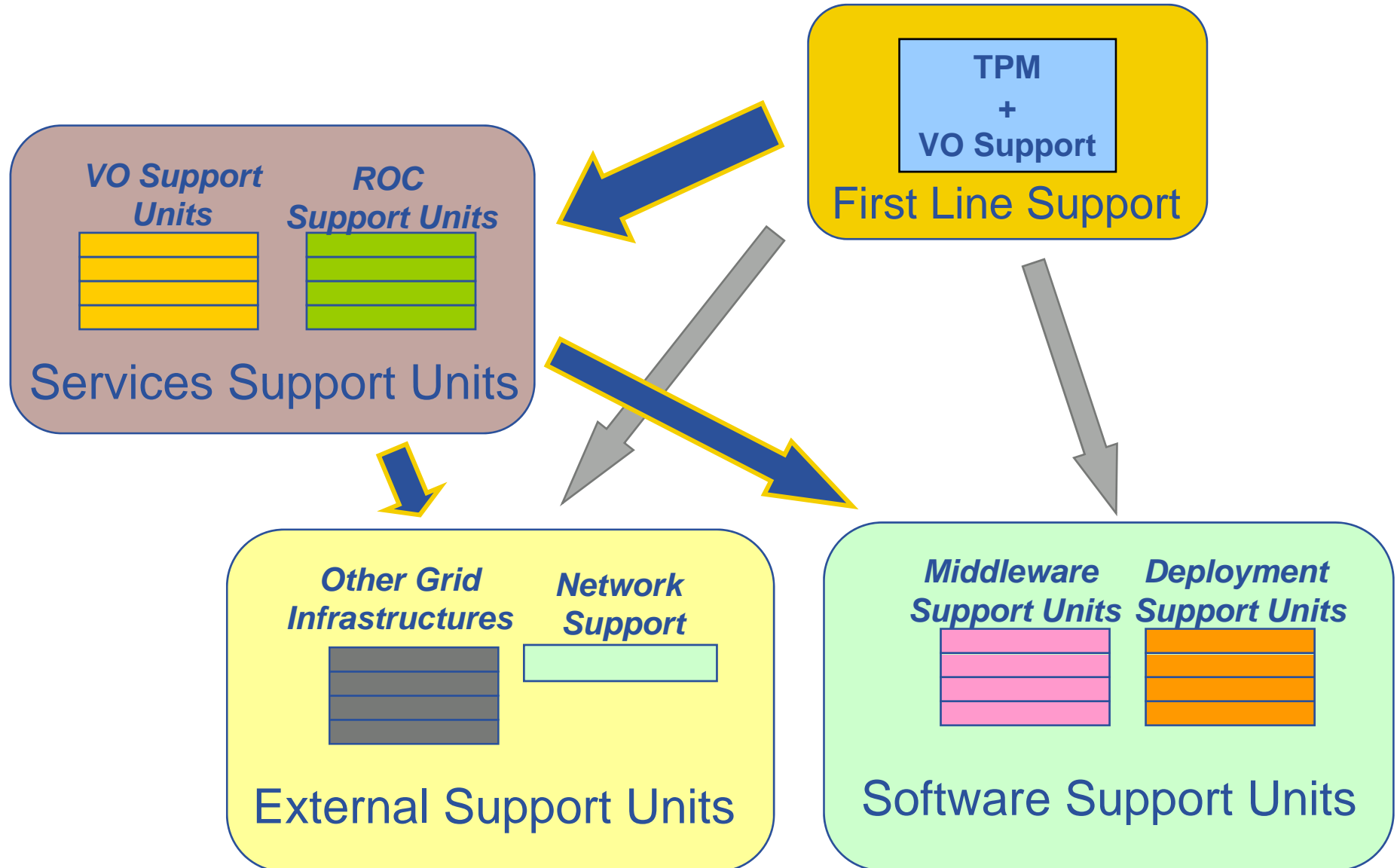








Standard support workflow



- **USAG meeting**
 - Monthly meetings
 - Participation from OCC, ROCs, VOs, ...

https://twiki.cern.ch/twiki/bin/view/EGEE/SA1_USAG

- **Shopping list meeting**
 - Sub-group of USAG
 - Weekly meeting to prioritise requests and define content of release

<https://savannah.cern.ch/projects/esc/>

- **Monthly releases**

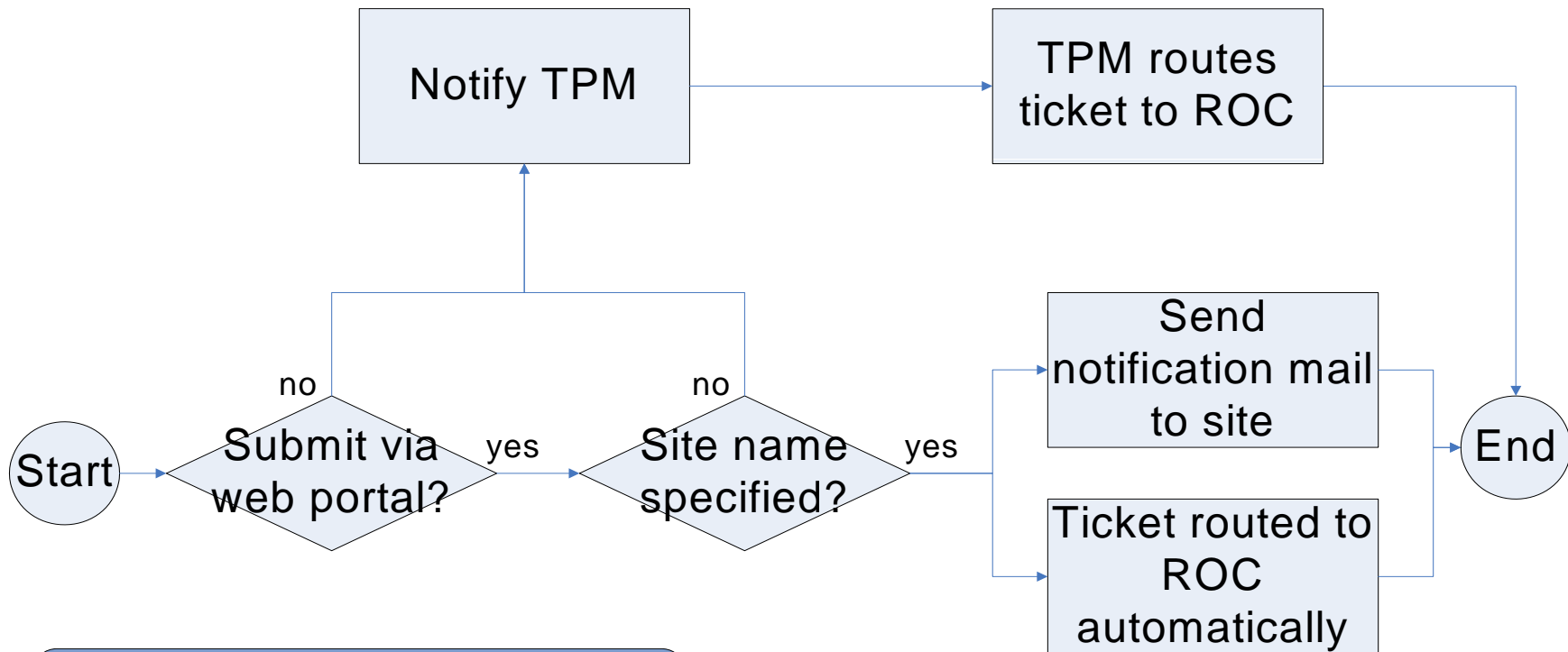
<https://gus.fzk.de/pages/owl.php>

- **Alarm tickets**
 - Only the so called “Alarmers” can submit ALARM tickets
 - “Alarmers” are experts, nominated by the VO management of one of the 4 LHC VOs
 - “Alarmers” need to be **registered** as such in the GGUS user database
 - “Alarmers” need a valid grid certificate
- **Team tickets**
 - Only the “Team” members of a LHC VO can submit TEAM tickets
 - “Team” members are nominated by the VO management of one of the 4 LHC VOs
 - “Team” members need to be **registered** as such in the GGUS user database
 - “Team” members need a valid grid certificate
 - “Team” members can update all tickets of their team, regardless if they have submitted the ticket or not

Summary of special features

	ALARM Tickets	TEAM Tickets
Ticket processing	Alarming tier-1 site admins at any time (365*24*7)	Notifying tier-1 site admins; actions will only be taken during office hours
Possible submitters	„Alarmers“; these are 3-4 experts of each LHC VO	„Team“ members; these are a number of VO members with expertise
GGUS mail	ALARM mails are signed with the GGUS certificate	Notification mails are not signed

- **During EGEE'08 discussion on how to enable the extension of Team Tickets also to Tier-2 sites**
- **Proposed solution:
Interface between GOC-DB and GGUS
to allow retrieval of site names and contacts**
- **Proposal to open up the direct ticket routing mechanism (as being part of the Alarm and Team Tickets) to ALL sites and ALL users**
- **Met with broad agreement**
- **If not used properly by the general user, the feature could in future be restricted to certain user groups (like the LCH VO shifters)**



GGUS Direct USER Ticket Routing		
V10 - Draft	07/11/2008	Guenter Grein

- **Addition of 4 ALTAS Tier-2 sites to the Team Ticket mechanism in the GGUS October release**
- **Received GOC-DB dump to start work on the implementation of the direct routing feature**
- **Prototype on the basis of the GOC-DB dump will be included in the GGUS November release on Nov. 27th**
- **Proper interface to GOC-DB should be ready around the end of this year**

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