

Unbenannt

Hello all,

find below the summary meeting minutes of the last VRVS meeting. Please keep in mind that this is just a summary not a protocol!

Thanks  
Wolfgang

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Participants:

David Bouvet (DB)  
Marco Verlatto (MV)  
Andrea Caltroni (AC)  
Wolfgang Thoene (WT)  
John Gordon (JG)  
Farida Fassi (FF)  
Torsten Antoni (TA)  
Alexandru Stanciu (AS)  
Andrew Richards (AR)

Summary:

- WT gives a short summary about the current situation:
  - \* ROC Managers approved the concept of the support Task force, to us the local helpdesk systems in conjunction with a central integration platform at GGUS
  - \* Therefore all (!) ROC will connect their local Helpdesk System to the central GGUS system. The Italy System will be the Pilot implementation
  - \* Every ROC will name a Person for implementing the Interface and one (may be the same) for running user support at the ROC
  - \* If the ROC does not have a Helpdesk System there are three options:
    - 1) Buy Remedy at a special project price with 40% discount
    - 2) Use an Open Source System (like RT)
    - 3) Use the central GGUS system
- WT and AC describes the current situation with the Italy pilot implementation:
  - \* Main problem is to find an common set of fields
  - \* Interface must be based on web services on the GGUS side
  - \* we still think to be ready by the end of October
  - \* Nothing else is currently implemented besides the more or less final field list
- WT introduced TA, he will talk to all the ROCs to find the common content of a service request
  - \* we need to find common structure for several things like "problem type", "workflows" etc.
  - \* TA will setup such a "basic" structure that will be the bases of the interfaces to all ROC
- FF asked about the interface, what will be in interface and how could it be implemented
  - \* WT answers: The interface will consist of two parts the GGUS one which allows the ROC to create and Update a ticket at GGUS, in case of problems that are of common interest or about outages within the ROC. The other interface will be at the ROC to allow GGUS to assign a ticket to the ROC e.g. if a user uses the GGUS site or a user from another ROC has a problem at the ROC. This has to be implemented on a per ROC bases. All interfaces

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need manual interfacing and programming at the ROC, so the ROC need to name a person for the implementation

- JG makes some remarks to the problem reports automatically generated by the GOC monitoring tools

\* Main problem is how to solve such tickets, as it is possible that there were hundreds

\* Web Service Interface is fine

\* additional discussion will be necessary --> will start soon between GGUS and GOC

- WT describes the advantages of the Web Services interface

\* sample code available for PHP / Perl and other computing languages

\* very fast (abt 40 Service request/sec on a simple notebook)  
600-1000/sec on the GGUS Servers

\* easy to adapt

Action items:

ALL -List of names to be send to WT or AT for implementation and running the support

AT - Contact the ROC to find a common content for the service request

WT - provide a testbed and samples for implementing the Web Services (not before Italy is finished)

Next VRVS Meeting will be on Nov. 04 at 10:30h MESZ (local German time) in Twister virtual room .

Wolfgang