

# User Support



GDB

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# Overview

- Two issues
  - User support model
  - How to get a user support service rapidly in place for LCG/SC3?
  
- Outline
  - History
  - Support model(s)
  - A proposal



# History

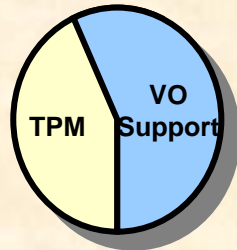
- In March 2003, GDB set up GGUS activity
- November 2003, GDB agreed - based on strong opinions from experiments that experiments should filter problems first
- ...
- EGEE support ... GGUS ...
- ...
- Currently still missing an effective and accepted user support service that users feel happy with
- Still not clear if experiments should filter problems first or not ...
- ROCs want to provide support to local users, but not contribute to overall effort

I need help! I send e-mail to [vo-support@ggus.org](mailto:vo-support@ggus.org) or [helpdesk@ggus.org](mailto:helpdesk@ggus.org)

# GGUS Support: The Model



E-mail automatically converted in GGUS ticket



**Ticket Process Manager:** Monitor ticket assignments. Direct to correct support unit

**VO Support:** Receive tickets VO related and follows them. Solves/forward problems VO specific. Recognize Grid related problems and assign them to specific support units

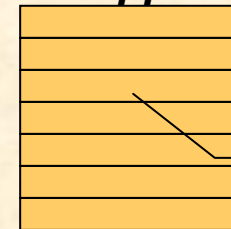
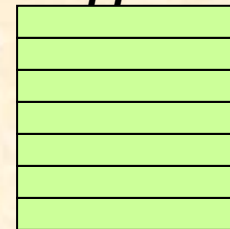
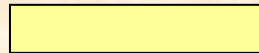
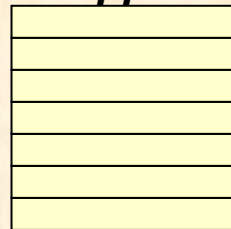
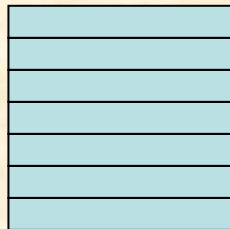
**VO Support**

**ROC Support**

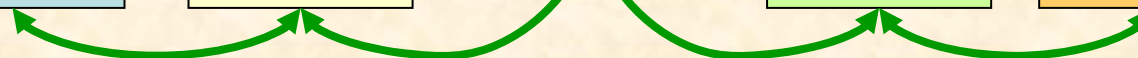
**Operations Support**

**Middleware Support**

**Other Grids Support**



Mailing lists



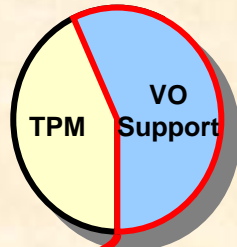
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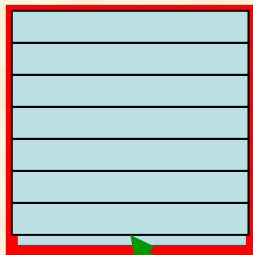
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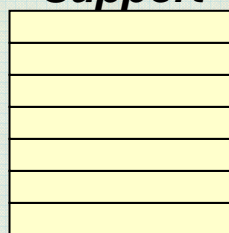


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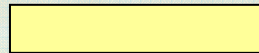
**VO Support**



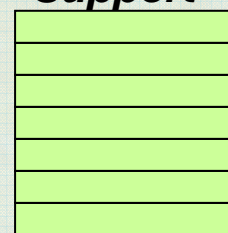
**ROC Support**



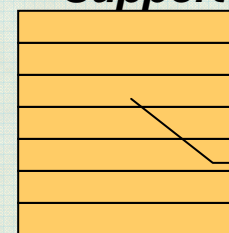
**Operations Support**



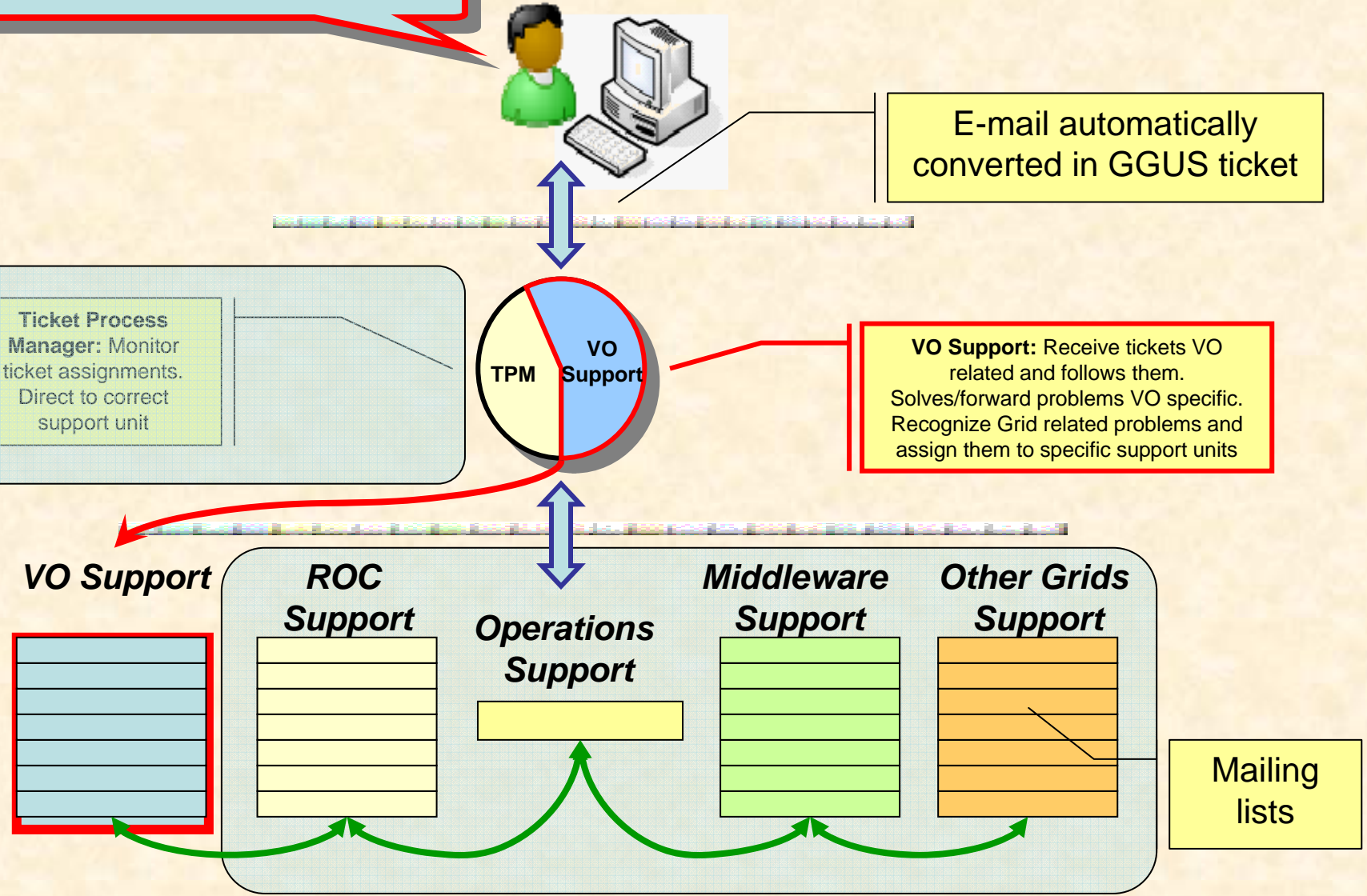
**Middleware Support**



**Other Grids Support**



Mailing lists



# GGUS Support: The Model

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**Ticket Process Manager:** Monitor ticket assignments. Direct to correct support unit

TPM

**VO Support:** Receive tickets VO related and follows them. Solves/forward problems VO specific. Recognize Grid related problems and assign them to specific support units



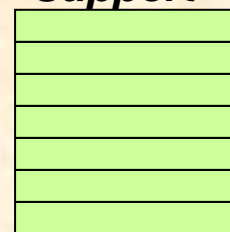
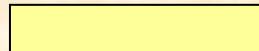
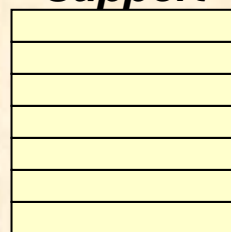
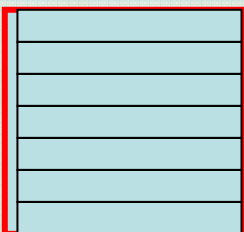
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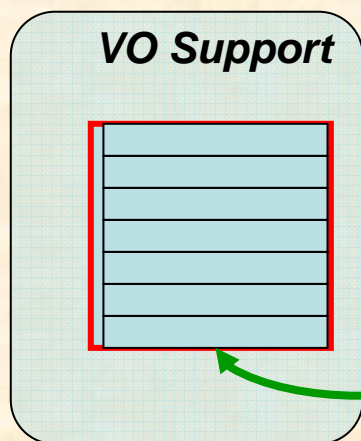
**Operations Support**

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## A proposal for LCG

- Set up a simple system quickly that is ready for SC3
- Can easily adapt between experiments as "front-line" filters or not
  - *Decide based on experience*
- Is for LCG only - do not try to solve problem for all EGEE
- Outside of GGUS for now - but can act as prototype for "VO-support" parts of GGUS





# Basic system

- Single ticketing system:
  - Report by e-mail to [lcg.support@cern.ch](mailto:lcg.support@cern.ch), or if experiments want to filter first use [lcg-cms.support@cern.ch](mailto:lcg-cms.support@cern.ch) (etc..)
  - Also available at web "portal" <http://lcg-support.cern.ch> which points to Wikis with FAQs, etc, etc.
    - The portal would need to be set up, but the wikis exist as does the web interface to the ticketing system (<http://lcg-grid.cern.ch>)
  - User entry point is a single email address (or web view), all changes to ticket status are sent by email to user, as is follow up etc.
  - Trivial to add other entry points (e.g. [sc3.support@cern.ch](mailto:sc3.support@cern.ch))
- Scenario 1:
  - Each ticket goes to central support team - decide if experiment, operations, middleware, etc - route accordingly
- Scenario 2:
  - Experiment support sees each (experiment-related) ticket
  - Can decide to solve/respond if experiment issue, or leave to central team to handle
- We have all the pieces - this can start within a few days





## Support teams

- Central support team:
  - EIS, other GDA staff: solve or route the problems
  - Experiment support could be part of this team
- Experiments need to name a few people to handle experiment-specific issues
  - In either scenario
- Overseer (from GDA)
  - Manage the process and ensure all tickets are assigned and followed up
- Other teams: operations, network, middleware, etc already exist



## Summary

- Propose a simple system to deal with LCG user support
- Goal is to demonstrate effective system that can be trusted
- Need to have in place very quickly
- Hide all complexity (CIC, ROC, regions, middleware, security, ...) from the users
- Can easily adapt to having experiments filter first or not (start with simplest → experiments do not filter)
- Can be moved back into GGUS when ready
- Make use of people already doing this support - but eventually more will need to "volunteer"
  - But let's show a working system ...