# User and Operations Support

Integration of ROC and RC and CIC
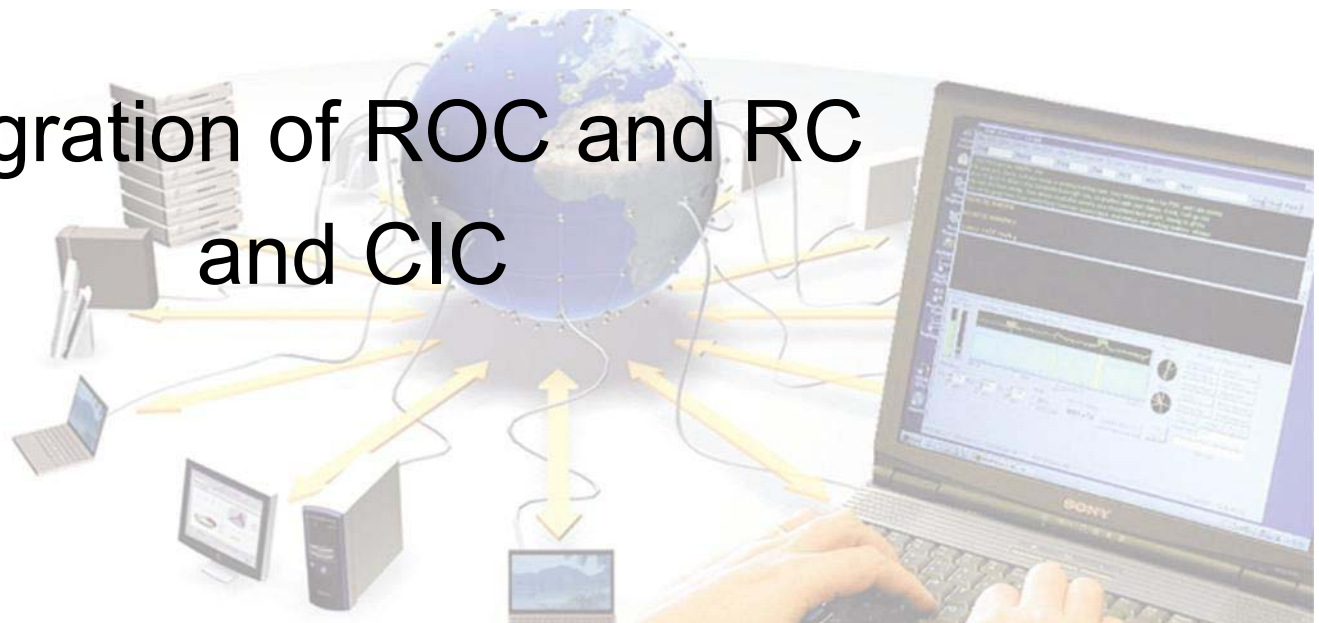
User and Operations Support

- GGUS provides an integration platform for communication with all ROC and other support groups within EGEE
- All support groups need only to establish one interface to the GGUS system
- Users contact their local ROC to report problems (and may use www.ggus.org as a last resort)
- Operational problem will be assigned to a ROC directly by the CIC team using a special application within the GGUS system for CIC → Planned
- All RC belonging to a ROC will be hidden behind the ROC and the ROC local support systems and support processes are the responsibility of the ROC

User and Operations Support
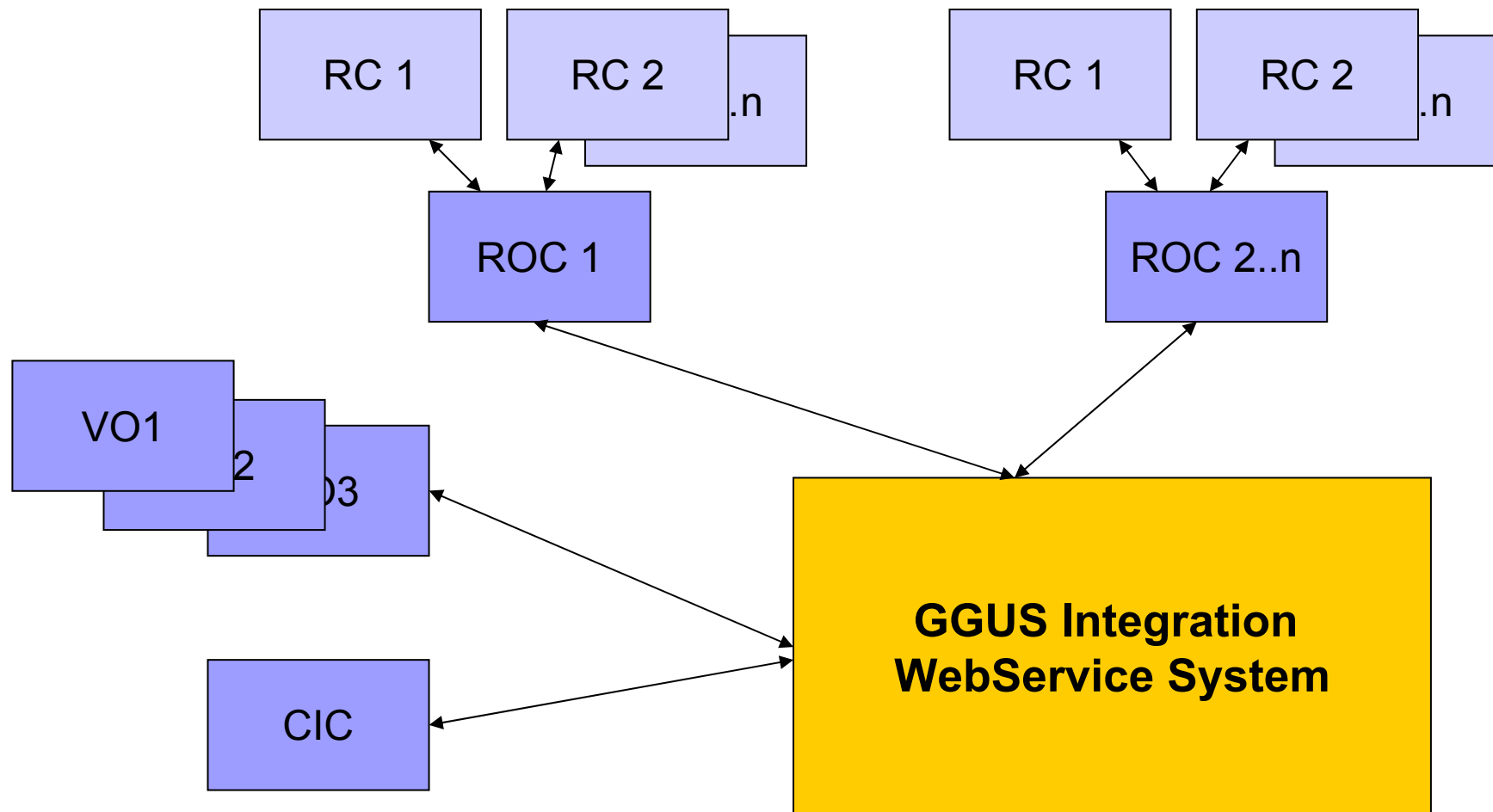
User Support

- Basic Workflow for Users

  - User detects a problem creates a problem ticket, using a local ROC entry point or at www.ggus.org!

  - The ticket is assigned to the appropriate support group or ROC

  - The ticket will be sent to the support group using the GGUS integration platform. The ticket ID of the ticket created in the other support application is stored in the GGUS system for reference if applicable

User Support

- Basic Workflow for Users (cont.)
  - The involved team assigns the new local ticket to the appropriate local team within the support group, solves the problem themselves or resend the ticket to another support team using the GGUS integration platform
  - All team internal exchange and traffic will not be sent to GGUS, only when the ticket is closed the original ticket in the GGUS system is updated, closed and sent back to the user with the solution
  - If the Problem is local (e.g. ROC internal and the user used the local ticketing application to create a service request) the user-problem has to be handled LOCALLY (escalations etc.)

User Support

- ## Special for CIC
  - GGUS offers to deploy a special application for CIC, so there will be no need to interface the GGUS integration platform.
  - CIC on duty staff can use a web interface to work on tickets, this web interface is located on one of the GGUS web servers
  - Access will be limited to CIC users
  - All CIC related support groups will be included with the workflows.
  - Details must be defined regarding workflows and organization → underway by Piotr Nyczyk

Actual status

- ## Actual status

  - All ROC can interface. Examples (PHP/Perl) are ready upon request from support@ggus.org, GGUS will assist, but main work is on the ROC side.

  - An Email is send out to all ROC that they should start implementing

  - Status per ROC:
    - Italy: Adoption of the latest GGUS updates currently integrated
    - CE: Started implementing
    - UK: Internal discussion started / Examples send
    - DE/CH: Internal discussion started / Implementation when finished by GGUS
    - FR: Nothing yet
    - North: Nothing yet
    - SE: Nothing yet
    - SW: Examples send to Farida Fassi
    - Russia: Nothing yet

Actual status

- Actual status
  - CIC enhancements
    - Waiting for the requirements from Piotr
  - New Version of GGUS without JAVA
    - Will be ready by Feb. 04
    - Preview is available upon request
  - Savannah Interface
    - It is not possible, as Savannah doesn't have an API that can be used
    - Alternatives will be discussed by the ESC Team asap.