1 Outline of the plan for enhancement of user support for the LCG/EGEE grid
2
3 Purpose
4
5 A Statement of Purpose is available as a separate document
6
7 Meeting   Location   Date   Milestones to be achieved
8
9 ESC-43   Karlsruhe   28/01/2005 Outline plan
10 ESC-47   Phone   24/02/2005 Agree process documentation; Agree portal enhancements
11 ESC-51   Phone   24/03/2005 Agree work package plans
12 ESC-55   Athens   ~21/04/2005 Reports from WP_0 .. WP_7
13 ESC-59   Phone   19/05/2005 Reports from WP_0 .. WP_7
14 ESC-63   Phone   16/06/2005 Reports from WP_0 .. WP_7
15 ESC-67   Phone   14/07/2005 Reports from WP_0 .. WP_7
16
17 Name   Title   Leader   Member   Others
18 WP_0   ESC Co-ordination   Alistair   Torsten   CERN
19 WP_1   ROC Integration   Marco   Wolfgang   Andy   Andrea
20 WP_2   CIC Integration   David   Günter   Piotr
21 WP_3   VO Integration   Alistair   Torsten
22 WP_4   Process documentation Alistair   Torsten   Jan
23 WP_5   Portal enhancement   Flavia   Helmut   Andy
24 WP_6   Training   Flavia   Torsten
25 WP_7   Development   Wolfgang   Günter   Helmut
26
27 A number of things have been intentionally omitted from the current program. This does not mean that
   they will never be dealt with. However they will not be addressed during this program of work.
28
29 - Integration of RCs into the program of work;
30 - Integration of other user support organisations into the GGUS ticketing system;
31 - Integration of GGUS operations with those in Taipei;
32 - Integration of GGUS operations with those in a US partner;
33 - Identification of a US partner for GGUS;
34 - Provision of a telephone reporting service;
35 - Provision of fax reporting service;
36 - Provision of interfaces other than the web portal for users;
37 - Provision of interfaces other than the web service/email ticket exchange for ROC/CIC/VO;
38 - Provision of support in language other than English (except from the ROCs);
39 - Provision of support for character sets other than latin (except from the ROCs);
40 - Provision for special support for gLite;
41 - Provision for the creation of new documents;
42 - Provision of new interface for DS;
43 - Provision of new interface for GOCs;
44 - Provision of new interface for ESUS;
45 - Provision for the creation of new training materials;
46 - Integration of the work flows and processes into GGUS except for CIC;
47 - Support for new interface to the JRA activities (JRA4 in particular);
48 - Support for new interface to the NA activities;
49 - Support for new interace to the SA activities and to GN2/NOC/NRENS in particular (SA2);
50 - Definition of service level agreements;
51 - Implementation of service level agreements.
52
53 Amount of work per person
54
55 It is expected that each person will do around 8 hours of work per week on each work package in which
   he/she is engaged. In the case of the Karlsruhe team, the level is higher - around 32 hours per week.
56
57 Regional representation
58
59 CERN   Alistair, Piotr, tba
60 FR   David, Gilles
61 UK   Andy, Pearce, Matt
62 KA   Torsten, Wolfgang, Guenter, Helmut
63 CE   Jan
64 IT   Flavia, Andrea,
65
66 Phone meetings
67
68 Short written report (about 1 page long) from each WP leader to be available on agenda pages at least 3
   days ahead.
69 Each WP leader is to ensure that their WP is represented at the meeting.
70 Each regional leader is to ensure that their region is represented at the meeting.
71 Each person attending the meeting should have read the short reports in advance.
72 The meeting will serve as a place to discuss the contents of the reports.
73
74 Reports
75
76 In addition to providing a short report in advance of each meeting, each WP should maintain a short
   statement of the status of its work.
77
78 Submission of reports from the work packages
79
80 The egee-docs documentation system provided by SA1 at CERN should be used as a place to publish
   reports.
81
82 Revisions of this document
83
84 v 46.4 - 14 February 2005 -   Alistair Mills
85 v 45.4 - 11 February 2005 -   Alistair Mills
86 v 45.3 -   7 February 2005 -   Alistair Mills
87 v 44.2 -   4 February 2005 -   Alistair Mills
88 v 44.1 -   1 February 2005 -   Alistair Mills
89 v 43.0 - 28 January 2005   -   Alistair Mills
90

```
 1  ESC conferences 2005
 2  All meetings on Thursdays at 11:00 CERN time, unless noted other wise.
 3
 4  Time:
 5  11:00 to 12:00
 6
 7  Location:
 8  Phone
 9
10  Chairperson:
11  Mills, A
12
13  Membership (alpha order by first name)
14  Alistair Mills (CERN, Chairman)
15  Andrea Caltroni (Italy)
16  Andy Richards (UK)
17  David Bouvet (France)
18  Flavia Donno (CERN/Italy)
19  Gilles Mathieu (France)
20  Guenter Grein (Germany)
21  Helmut Dres (Germany)
22  Jan Kmunicek (Czech Republic)
23  Marco Verlato (Italy)
24  Piotr Nyczyk (CERN)
25  Rainer Kupsch (German, Vice Chairman)
26  Torsten Antoni (Germany, Secretary)
27  Wolfgang Thoene (Germany, Architect)
28
29  Deputies:
30  Matt Viljoen (UK)
31  Pearce Mutendera (UK)
32
33  Description:
34  EGEE Support Group Meeting
35  Telephone +41 22 767 0000 and ask for the ESC conference chaired by Alistair Mills.
36
37  The number such as (43) associated with a meeting is the EGEE week number for the meeting.
38
39  http://agenda.cern.ch/fullAgenda.php?ida=a05250 ,2005/01/27-28  ESC(43): Kick off meeting, Karlsruhe
40  http://agenda.cern.ch/fullAgenda.php?ida=a05318 ,2005/02/24     ESC(47): Phone conference
41  http://agenda.cern.ch/fullAgenda.php?ida=a05319 ,2005/03/24     ESC(51): Phone conference
42  http://agenda.cern.ch/fullAgenda.php?ida=a05320 ,2005/04/21     ESC(55): EGEE-3, Athens
43  http://agenda.cern.ch/fullAgenda.php?ida=a05321 ,2005/05/19     ESC(59): Phone conference, AAM-4
44  http://agenda.cern.ch/fullAgenda.php?ida=a05322 ,2005/06/16     ESC(63): Phone conference
45  http://agenda.cern.ch/fullAgenda.php?ida=a05323 ,2005/07/14     ESC(67): Phone conference
46
47  The documents associated with the work of the group can be found at the following location:
48
49  http://egee-docs.web.cern.ch/egee-docs/list.php?dir=.\support\&
50
51  The meeting agenda pages, and associated documentation is accessible from:
52
53  http://egee-docs.web.cern.ch/egee-docs/list.php?dir=.\support\meetings\&
54
55  The mailing list is:
56
57  project-egee-sa1-esc@cern.ch
58
59  The archive associated with the mailing list is:
60
61  https://mmm.cern.ch/public/archive-list/p/project-eu-egee-sa1-esc
62
63  A CERN NICE userid and password are required to access the archive of the mailing list.  The mailing
    list is closed and only members of the list can post to the list.
64
65  Alistair Mills
66
67  v 46.4 -  14 February 2005  -   Alistair Mills
68  v 45.5 -   8 February 2005  -   Alistair Mills
69  v 44.4 -   3 February 2005  -   Alistair Mills
70  v 44.3 -  01 February 2005
71  v 43.2 -  25 January 2005
72  v 43.1 -  24 January 2005
73
```

 1 Statement of Purpose for ESC for the LCG/EGEE grid
 2
 3 Purpose
 4
 5 The purpose of the ESC is to enhance User support in LCG/EGEE. The overall goal is to ensure that
    users of the grid can submit tickets and get a useful and timely response to their ticket. During
    2005, the number of users of LCG/EGEE is set to increase from arouind 700 to 3000. Many of these new
    users will be new to grid computing. Ensuring that they get timely and useful response to difficulties
    is clearly an important contribution to the grid.
 6
 7 The ESC organisation has a limited life. It has been formed for a period of 24 week from 28 January
    2005 until 14 July 2005. If it is successful, its life may be extended.
 8
 9 The organisation has 8 work packages each with its own statement of purpose.
10
11 The goals for the ESC are to do the following:
12
13 - administer itself in an efficient manner (WP0);
14 - integrate all of the ROC ticketing systems into the GGUS ticketing system (WP1);
15 - integrate the CIC operations into the GGUS system and eliminate the dependency on Savannah as CERN
    (WP2);
16 - integrate the VO operations into the GGUS system (WP3);
17 - document the work flows through the GGUS system for each of the clients (ROC, CIC, VO, User) (WP4);
18 - enhance the GGUS portal with minor (but important enhancements) such as search tools (WP5);
19 - work with NA3 (or other organisations) to provide training and to enhance training materials (WP6);
20 - enhance the GGUS system to meet the needs of the work packages (WP7).
21
22 Note that in the first draft of this plan, the integration of VO has been omitted. This is intended.
    It will however be dealt with.
23
24 A number of possible alternative goals have been omitted. These are documented in the Outline plan for
    ESC.
25
26 - Integration of RCs into the GGUS ticketing system;
27 - Integration of other user support organisations into the GGUS ticketing system;
28 - Determination of service level agreements;
29 - Implementation of service level agreements.
30
31 Members
32 Alistair Mills (CERN, Chairman)
33 Andrea Caltroni (Italy)
34 Andy Richards (UK)
35 David Bouvet (France)
36 Flavia Donno (CERN/Italy)
37 Gilles Mathieu (France)
38 Guenter Grein (Germany)
39 Helmut Dres (Germany)
40 Jan Kmunicek (Czech Republic)
41 Marco Verlato (Italy)
42 Piotr Nyczyk (CERN)
43 Rainer Kupsch (German, Vice Chairman)
44 Torsten Antoni (Germany, Secretary)
45 Wolfgang Thoene (Germany, Architect)
46
47 Deputies
48 Matt Viljoen (UK)
49 Pearce Mutendera (UK)
50
51 Resources
52
53 The amount of resource for the work or the ESC has been estimated at some 4 man years, over a six month
    period. There is therefore the equivalent of 8 full time equivalents working on this matter.
54
55 How to measure success:
56
57 The overall aim is to ensure that users are happy with GGUS and use it as their main point of contact
    with support for grid problems
58
59 - number of ROCs connected to GGUS by 14 July 2005;
60 - number of CICs connected to GGUS by 14 July 2005;
61 - number of VOs connected to GGUS by 14 July 2005;
62 - number of documents in the ESC documentation system by 14 July 2005;
63 - number of visits to the web site recorded each month should increase;
64 - number of people trained on matters relating to GGUS by 14 July 2005;
65 - number of grid users by 14 July 2005;
66 - number of tickets processed by GGUS each month should increase;
67 - average time from new to solve should reduce.
68
69 v 46.4 - 14 February 2005 -   Alistair Mills
70 v 45.3 -   8 February 2005 -   Alistair Mills
71 v 44.2 -   3 February 2005 -   Alistair Mills
72 v 44.1 -   1 February 2005 -   Alistair Mills
73 v 43.0 - 28 January 2005   -   Alistair Mills
74

```
 1  Statement of Purpose for WP0 of ESC for the LCG/EGEE grid
 2
 3  Short title of work package: ESC co-ordination
 4
 5  Purpose
 6
 7  The purpose of the work package is to provide administrative support for the work of the ESC.  In
    particular it does the following:
 8
 9  - calls the meeting including reminders;
10  - maintains the mailing list(s);
11  - provides the agenda for the meetings;
12  - chairs the meetings;
13  - writes the minutes;
14  - follows up with actions assigned to members of ESC;
15  - reports on the work of the ESC to senior management;
16  - ensures co-ordination of the work of the work packages;
17  - ensures co-ordination of the work with other activities (NA4 in particular);
18  - identify and document a core of experts;
19  - defines a detailed work plan by March 24;
20  - meet the common meeting requirements of ESC;
21  - meet the common reporting requirements of ESC.
22
23  Members
24
25  Alistair
26  Torsten
27  Rainer
28  tba (CERN)
29
30  Amount of work expected for each person in the WP:
31
32  4 hours per week
33
34  v 46.4 -  14 February 2005  -   Alistair Mills
35  v 45.3 -   8 February 2005  -   Alistair Mills
36  v 44.2 -   3 February 2005  -   Alistair Mills
37  v 44.1 -   1 February 2005  -   Alistair Mills
38  v 43.0 -  28 January 2005   -   Alistair Mills
39
```

```
 1  Statement of Purpose for WP1 of ESC for the LCG/EGEE grid
 2
 3  Short title: ROC Integration
 4
 5  Purpose
 6
 7  The purpose of the work package is to integrate the ticketing systems in use in the regions (ROCs) of
    EGEE with that of GGUS.
 8
 9  In particular it does the following:
10
11  - collects the addresses of GGUS-ROC helpdesk interface implementers;
12  - asks for the current status of their local support systems and their interface to GGUS;
13  - asks for a time-scale of the interface implementation;
14  - verifies possible technical issues related to processes definition;
15  - provides documentation on GGUS to enable the ROC to integrate their system;
16  - provides documentation on the ROC to enable GGUS to integrate their system;
17  - provides help, support, code examples, and accounts on GGUS and INFN test helpdesk systems when
    needed;
18  - defines a detailed work plan by March 24;
19  - meet the common meeting requirements of ESC;
20  - meet the common reporting requirements of ESC.
21
22  Members
23
24  Marco
25  Andrea
26  Andy
27  Wolfgang
28
29  Amount of work expected for each person in the WP
30
31  4 hours per week
32
33  v 46.4 -  14 February 2005  -   Alistair Mills
34  v 45.3 -   8 February 2005  -   Alistair Mills
35  v 44.2 -   3 February 2005  -   Alistair Mills
36  v 44.1 -   1 February 2005  -   Alistair Mills
37  v 43.0 -  28 January 2005   -   Alistair Mills
38
39
40
```

```
 1  Statement of Purpose for WP2 of ESC for the LCG/EGEE grid
 2
 3  Short title: CIC Integration
 4
 5  Purpose
 6
 7  The purpose of the work package is to integrate the ticketing systems in use in the Core Infrastructure
    Centres (CICs) of EGEE with that of GGUS.
 8
 9  In particular it does the following :
10  - provides documentation to GGUS to enable GGUS to integrate GGUS with the operations of the CICs;
11  - provides a plan to enable the CIC to stop using Savannah at CERN and to use GGUS instead;
12  - Ensures that the plan is implemented in a timely manner;
13  - meets the common meeting requirements of ESC;
14  - meets the common reporting requirements of ESC.
15
16  Members
17
18  Gilles
19  David
20  Guenter
21  Piotr
22
23  Amount of work expected for each person in the WP
24
25  4 hours per week
26
27  ------------------------------------------------------------
28  Actions and plans
29  ------------------------------------------------------------
30
31  Main Idea
32  ---------
33  Main idea is to develop some tools with a unique entry point for CIC operations : CIC portal (
    http://cic.in2p3.fr)
34
35  details :
36  - Implement a ticketing system dedicated to CIC operations (GGUS);
37  - provide web services to allow interface on the CIC portal (GGUS);
38  - implement an interface for GGUS ticketing system (Gilles);
39  - link the ticketing system with existing tools (GGUS/Gilles);
40  - link functional tests results with CIC portal (Piotr);
41
42  first steps
43  -----------
44  planed for : 28/01/2005 -> 15/02/2005
45
46  - GGUS team : work on dedicated ticketing system + web services
47  - Gilles : have a look on docs and templates provided by GGUS
48  - Piotr : still working on Functional Tests
49
50  Common development session (GGUS/Gilles)
51  ----------------------------------------
52  planed for : 15/02/2005 -> 17/02/2005 in Karlsruhe
53
54  During this phase, we will:
55  - make a first "physical" step;
56  - start with the implementation.
57
58  After this phase, we should be able to:
59  - establish a plan for future implementations;
60  - give a "realistic" planning for the next steps (who, when, how)
61
62  Expected results for the next phone meeting
63  -------------------------------------------
64  next meeting is on 24/02/2005
65
66  We hope we will have at this stage:
67  - implementation started;
68  - possible problems identified;
69  - provisional planning for implementation;
70  - clearer idea about when we will stop using Savannah and using
71    GGUS instead.
72
73  v 46.4 -  14 February 2005  -   Gilles Alistair Mills
74  v 45.3 -   8 February 2005  -   Alistair Mills
75  v 44.2 -   3 February 2005  -   Alistair Mills
76  v 44.1 -   1 February 2005  -   Alistair Mills
77  v 43.0 -  28 January 2005   -   Alistair Mills
78
79
```

```
 1  Statement of Purpose for WP3 of ESC for the LCG/EGEE grid
 2
 3  Short title: VO Integration
 4
 5  Purpose
 6
 7  The purpose of the work package is to integrate the ticketing systems in use in virtual organisations
    (VOs) of EGEE with that of GGUS.
 8
 9  In particular it does the following:
10
11  - works with NA4 and the OAG to ensure that VO operations get appropriate support;
12  - provides documentation on GGUS to enable the VO to integrate their system;
13  - provides documentation on the VO to enable GGUS to integrate their system;
14  -
15  -
16  - defines a detailed work plan by March 24;
17  - meets the common meeting requirements of ESC;
18  - meets the common reporting requirements of ESC.
19
20
21  Members
22
23  Torsten
24  Alistair
25  Jan
26
27  Amount of work expected for each person in the WP
28
29  4 hours per week
30
31  v 46.4 -  14 February 2005  -   Alistair Mills
32  v 45.3 -   8 February 2005  -   Alistair Mills
33  v 44.2 -   3 February 2005  -   Alistair Mills
34  v 44.1 -   1 February 2005  -   Alistair Mills
35  v 43.0 -  28 January 2005   -   Alistair Mills
36
37
```

```
 1  Statement of Purpose for WP4 of ESC for the LCG/EGEE grid
 2
 3  Short title: Process Documentation
 4
 5  Purpose
 6
 7  The purpose of the work package is to document the workflows of EGEE tickets with respect to GGUS.
 8
 9  In particular it does the following:
10
11  - writes a document to define the work flows of EGEE tickets with repect to GGUS;
12  -
13  -
14  - defines a detailed work plan by March 24;
15  - meets the common meeting requirements of ESC;
16  - meets the common reporting requirements of ESC.
17
18  Members
19
20  Alistair
21  Torsten
22  Jan
23
24  Amount of work expected for each person in the WP
25
26  4 hours per week
27
28  v 46.4 -  14 February 2005  -  Alistair Mills
29  v 45.3 -   8 February 2005  -  Alistair Mills
30  v 44.2 -   3 February 2005  -  Alistair Mills
31  v 44.1 -   1 February 2005  -  Alistair Mills
32  v 43.0 -  28 January 2005   -  Alistair Mills
33
34
```

 1 Statement of Purpose for WP5 of ESC for the LCG/EGEE grid
 2
 3 Short title of work package: Enhancement of the GGUS portal
 4
 5 Purpose
 6
 7 The purpose of the work package is to enhance the GGUS portal and make sure that all functionalities
    requested by customers (Users, CICs, ROCs) are available.
 8 In particular, the goal is to increase the usage of the portal and have the traffic on mailing lists
    such as LCG-ROLLOUT and support-eis decrease drastically in the next months.
 9
10 In particular it does the following:
11
12 - adds needed information to the portal: contact points, pointers to support centers, pointers to
    useful software distributions and useful tools, etc.
13 - adds search engines able to browse through tickets, knowledge base and available information (google
    ?);
14 - provides a news broadcast tool;
15 - reviews and reorganize existing support portals to make them "look the same". The information
    available should be the same. Adapt to LCG web page reorganization.
16 - organizes a documentation group which: provides GGUS with a tool to register new documents, reviews
    existing docs to make sure the quality is good, produces missing docs, produces FAQs.
17 - makes sure the tickets are correctly answered.
18 - sets up tools to collect user feedback. Setup a check feedbacks service.
19 - makes sure that the ticketing system is useable by the customers
20 - advertises GGUS and local ROC portals available.
21 - meets the common meeting requirements of ESC;
22 - meets the common reporting requirements of ESC;
23
24 Members
25 Flavia
26 Jan
27 Helmut
28 Andy
29
30 Amount of work expected for each person in the WP
31
32 4 hours per week
33
34 We need to provide this group with more people. The estimated need is of about 3 FTE.
35
36 v 46.4 - 14 February 2005 -   Alistair Mills
37 v 45.3 - 11 February 2005 -   Flavia Donno
38 v 44.2 -   3 February 2005 -   Alistair Mills
39 v 44.1 -   1 February 2005 -   Alistair Mills
40 v 43.0 - 28 January 2005   -   Alistair Mills
41

 1 Statement of Purpose for WP6 of ESC for the LCG/EGEE grid
 2
 3 Short title of work package: Training
 4
 5 Purpose
 6
 7 The purpose of the work package is to establish a procedure to create new experts/supporters and to
    provide and organize the material for training events concerning User Support, in agreement with NA3.
 8
 9 In particular it does the following:
10
11 - Create a document which describes the procedure to create communities of experts in middleware usage,
    middleware development, site administration, etc. Identify the needed categories;
12 - Provide power point presentation for training users to use the Grid User Support. Provide material
    for hands-on sessions;
13 - Provide power point presentation for training people providing support to use the Grid User Support
    service;
14 - Provide material for hands-on sessions;
15 - Provide trainers;
16 - Review tutorials feedback to improve the material provided.
17
18 Members
19 Flavia
20 Jan
21 Torsten
22
23 Amount of work expected for each person in the WP
24
25 4 hours per week
26
27 We need to provide this group with more people. The estimated need is of about 2 FTE.
28
29 v 46.4 - 14 February 2005 -   Alistair Mills
30 v 45.3 - 11 February 2005 -   Flavia Donno
31 v 44.2 -   3 February 2005 -   Alistair Mills
32 v 44.1 -   1 February 2005 -   Alistair Mills
33 v 43.0 - 28 January 2005   -   Alistair Mills
34
35

```
 1  Statement of Purpose for WP7 of ESC for the LCG/EGEE grid
 2
 3  Short title of work package: Development
 4
 5  Purpose
 6
 7  The purpose of this work package is to develop the GGUS web portal.
 8  This will include the web services, the Remedy(c) interfaces and the web portal itself.
 9  Also to develop the part necessary to support electronic workflows.
10  In addition this work package includes the running, monitoring and maintenance of the hard- and
    software infrastructure at Karlsruhe FZK as well as taking care of the personal development of the
    support staff, doing the ticket assignment.
11
12  Note that for this WP_7 it is important to have concrete guidelines from the WP_4 so that everything
    could be implemented it the right way!
13
14  In particular it does the following:
15
16  - develop the web portal according to agreements in ESC;
17  - develop remedy interfaces to support the work flow;
18  - develop remedy procedures to support the work flow;
19  - develop the web service interface according the agreements in ESC;
20  - develop the electronic workflow / process support according the agreements in
21    ESC;
22  - develop the support portal according the agreements in ESC;
23  - testing of the above services;
24  - provide a test bed for the services;
25  - create and maintain training plans for the GGUS staffs;
26  - run the services (www.ggus.org, Mail, Database, Ticket system (Remedy) etc.)
27  - defines a detailed work plan by March 24;
28  - meets the common meeting requirements of ESC;
29  - meets the common reporting requirements of ESC.
30
31  Members
32  Wolfgang
33  Helmut
34  Guenter
35
36  Amount of work expected for each person in the WP
37
38  20 hours per week
39
40  v 46.4 -  14 February 2005  -   Alistair Mills
41  v 45.3 -   4 February 2005  -   Wolfgang Thöne
42  v 44.2 -   3 February 2005  -   Alistair Mills
43  v 44.1 -   1 February 2005  -   Alistair Mills
44  v 43.0 -  28 January 2005   -   Alistair Mills
45
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