



Enabling Grids for
E-science in Europe



GGUS future development



Current version

- New in Version 2 of GGUS
 - Use of Remedy 6, Complete integration with Remedy web services
 - No more Java used
 - Interface for the other applications using web services and XML email exchange
 - Complete redesign of the Support web interface
 - No more frames and Better usability
 - Many speed enhancements
 - Assignment to an individual supporter
 - Mail to user / submitter

- A new release planning will be done next week
 - Based on the last operations meetings
 - Based on CIC requirements
 - Based on User requirements collected over the last month
 - Based on VO requirements
- Remarks from this meeting will go to the meeting next week,
- but – no current release planning...

Future plans

- **General**
 - Add more applications to the interface list
 - Add a special application and workflows for CIC and operations support
 - Escalations
 - Notifications
 - Interface monitor and other CIC tools
 - Technical fields
 - Add reminders to other support groups
 - Integrate VO specific support
 - Training for Users and Support

Future plans

- Portal
 - Extend News Module
 - Integrate with EGEE Structure
 - ROC
 - CIC
 - VOs
 - User may search in old Tickets
 - Start build a Knowledge Base
 - Extend FAQ (new FAQ system)

Future plans

- Application
 - Extend Type of Problem
 - Based on Type of Problem use “technical fields”
 - Add incoming emails directly to a ticket if it is referenced
 - Online context help

Future plans

- Special for DE/CH
 - Develop an DE/CH ROC helpdesk
 - Integrated with GGUS
 - Covering everything within the DE/CH federation