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Enabling Grids for E-sciencE

NE ROC problem ticket procedures

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Information Society

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- **Problem is that there are three layers of problem ticket systems:**
  - GGUS, RT system of NE, local systems
  - And all have associated mail distribution lists
- **Tickets for problems related to NE federation can be entered in all three layers**
- **We need better procedures to handle all this - goal is that NEROC RT will act as the center of problem ticket handling with support@egee-ne.org as the mail distribution system**

Ticket flow

- GGUS tickets can be created by EGEE administrators and users.
- Notifications of new GGUS tickets will be sent to support@egee-ne.org if the problem relates to an RC in the region and also the site will be notified.
- GGUS tickets for NE also must create an entry in RT.
- Tickets can also directly be created in RT by NE members and users.
- Tickets can be added locally at sites – reflection needed in RT? Depends on the kind of problem, site decides.
- Automatic synchronization between RT and GGUS doesn't work at the moment.

- **RT tickets must be be assigned to ROC team member or other support person for EGEE related problems (site admin, user support person)**
- **Each day there must be one person (NSoD) monitoring the RT system. Duties of this person will be:**
  - RT tickets must be assigned to ROC team member or other support person (site admin, user support). Assignment must be acknowleged, until then the NSoD is responsible.
  - GGUS status must be updated to in progress and other details can be added (like who it is assigned to).
  - Open RT tickets must be monitored and if no progress is seen within reasonable time (from hours to days depending on severity) or the date that was set for solution has passed clarification must be asked.
  - SFT results for NE will be monitored and action will be taken for new problems
- **Ticket owner will update status in RT and if appropriate in GGUS (e.g. if the problem is closed)**

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- **The ROC team members must be identified and they must all receive mail sent to the support@egee-ne.org list or at least the NSoD of that day must receive all mail.** Per and Jules will produce the list of team members. Johan will produce a description and instruction for the list.

- **All ROC team members and site administrators must have access to NEROC-RT and GGUS.** Leif will organize the access for team members and RC admins (from GOCDB entries for NE sites).

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- **There must be a schedule for the NSoD, proposal is that alternating on a weekly basis SE and NL are responsible and that both ROC centers assign the responsible persons for their week. Per and Jules will set up and maintain the schedule.**

- **The support@egee-ne.org list must be advertised as the only access to the NEROC support team. Jules will do this once the egee-ne list is operational.**

- **A timeline for escalation procedures is needed.**

- **Procedures described in draft document, see <http://www.egee-ne.org/internal/opdocs/supportProcedure/>**