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1 List of tasks
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4 0. Identify people who can work on support at the various centers
5   - Web designers/php developers/...
6   - Experts in ticketing systems
7   - Experts in middleware
8   - VO supporters
9   - CICs/ROCs support contacts, etc.
10  - Security experts
11  - CA contacts
12
13
14 1. Improve GGUS ticketing system for the help desk
15   1.a) Certain features are absolutely needed before the system can be used.
16       A non exhaustive list is the following (I was still not able to test the new interface):
17       - All people involved in providing support for a given problem should be notified about
18         actions taken by others
19       - It should be possible to involve other supporters
20       - It should be possible to broadcast to supporters/developers (to ask for help and to
21         find new supporters who know about the problem)
22       - It should be possible to broadcast to VOs or site-admins
23       - It should be possible to redirect the problem to local support (manually at the
24         beginning but with a well known procedure)
25       - It should be possible to escalate the problem (manually at the beginning but with
26         a well known procedure)
27   1.b) Various bugs reported for the central GGUS ticketing system
28       - Somebody should make a list and start reaction
29       - Create a group for GGUS problems as well
30   1.c) Users have been asking since long time for a powerful search engine.
31       - We can suggest the usage of Google while developing an adequate tool
32         (we should advertise google in the GGUS and local support Web sites)
33       - The Italians are building a good Knowledge base. GGUS should point to
34         that knowledge base till something else is available.
35       - Improve the search engine on tickets (I was not able to search by a key as user!)
36   1.d) Work on interfacing various ticketing systems automatically whenever possible.
37   1.e) Organize ticketing system by area with a default one. Ticketing system problems should
38       also be categorized.
39       (A supporter is forced to have 2 accounts. One to use the system as a user and one to
40       use it as a supporter. Not critical - can it be avoided ?)
41
42 2. Increase portal usage
43   The goal here is to discourage the posting on the LCG rollout list and bring users
44   to GGUS. Right now I see something like 3-5 tickets/day posted to GGUS.The traffic
45   on the LCG rollout list is much higher (20-30 postings/day).
46   - What stated in 1 is a prerequisite.
47   - We need to monitor the system.
48   - Make shifts to monitor supporter's answers and make them aware of the correct
49     procedure to follow.
50   - Monitor user's satisfaction reacting quickly and involving more supporters if needed.
51   - Produce a report with uncovered issues/needs and report to the Central Support Committee.
52   - Promote and advertise the use of the portal whenever possible - However the portal has to work
53     sufficiently well before being advertised. Otherwise we just discourage our users!
54   At the beginning this will require a lot of babysitting.
55
56 3. Improve portals presentation. We should agree on the content. (We need a WEB expert here ?)
57   - Information is missing
58   - Documentation is not organized (EGEE organization, release, installation, special
59     servers/configuration,
60     user docs, developers, training, User Support, VO specifics - see EIS
61     security and CA organization - how do I find my CA of reference ?)
62   - A pointer to central GGUS
63   - Pointers to other local support centers
64   - Pointer to contacts (VOs, CICs, ROCs)
65   - Pointers to useful software distributions (UI installation, etc.)
66   - Pointers to useful user tools (for monitoring, administration, accounting, etc.)
67   - Hints (which batch system to use ? Which installation tools ? What is a possible configuration for
68     a site ?)
69   - FAQs
70   - HOWTOs
71   - Search engine (google?)
72   - ...
73   - We need to review existing portals and decide on possible organization.
74   - We need to review portal presentation once the LCG portal changes.
75
76 4. Create communication channels among various bodies
77   - Establish what the bodies involved are: siteadmins, VOs, CICs, ROCs, etc.
78   - Establish a mechanism
79   - Creating a news broadcast engine via subscription, for instance.
80
81 5. Training
82   - We should introduce training on support at each User/Site Admin tutorial
83   - Create an on-line tutorial and documentation
84   - Understand the procedures to train supporters
85   - Establish strict contact with NA3. Help produce documentation - this helps create new knowledge
86     and supporters.
87
88 6. Documentation
89   - We need to document the GGUS organization and support flow
90   - We should provide help creating User and Developers Guide
91   - We should provide help creating Administration Guides
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91 - Develop Hints and FAQs and HOWTOs.
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93 7. Coordination with NA4
94 - What needs to be done when a new VO joins ?
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