



Global Grid User Support

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Flavia Donno**
for the LCG/GGUS Executive Support Committee (ESC)



Outline

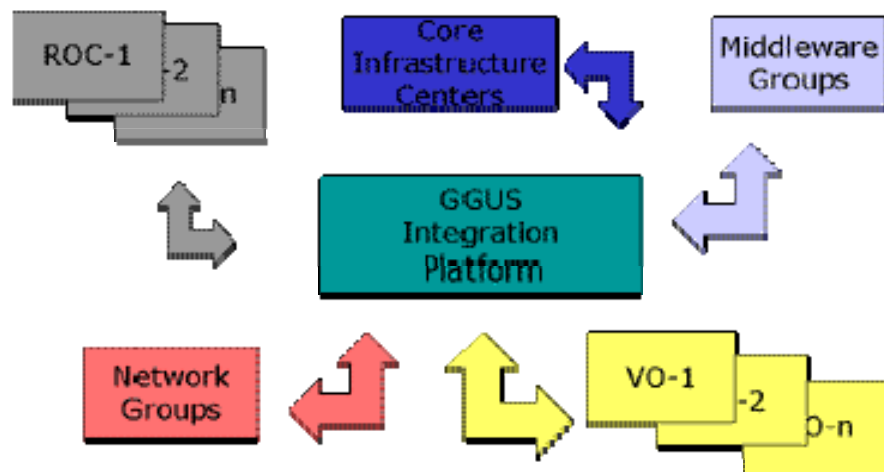


- The **GGUS** infrastructure
- How GGUS works
- What **services** are provided to users
- **Training**: how are the users and supporters trained ?
- Who are our customers at the moment?
- Some statistics
- Major problems
- Interface to ROCs: current status
- Improvements introduced since June 2005
- What is going to be available by the end of 2005
- Conclusions

LCG/EGEE User Support infrastructure



● The ROCs and VOs and the other project wide groups such as the Core Infrastructure Center ([CIC](#)), middleware groups ([JRA](#)), network groups ([NA](#)), service groups ([SA](#)) are connected via a central integration platform provided by GGUS.



● This central helpdesk keeps track of all service requests and assigns them to the appropriate support groups. In this way, formal communication between all support groups is possible. To enable this, each group has built only one interface between its internal support structure and the central GGUS application.

LCG/EGEE Executive Support Committee ESC



- **Lead by OMC - Chaired by Alistair Mills/ Flavia Donno**

Kick off meeting of ESC at Karlsruhe on 27-28 January 2005.

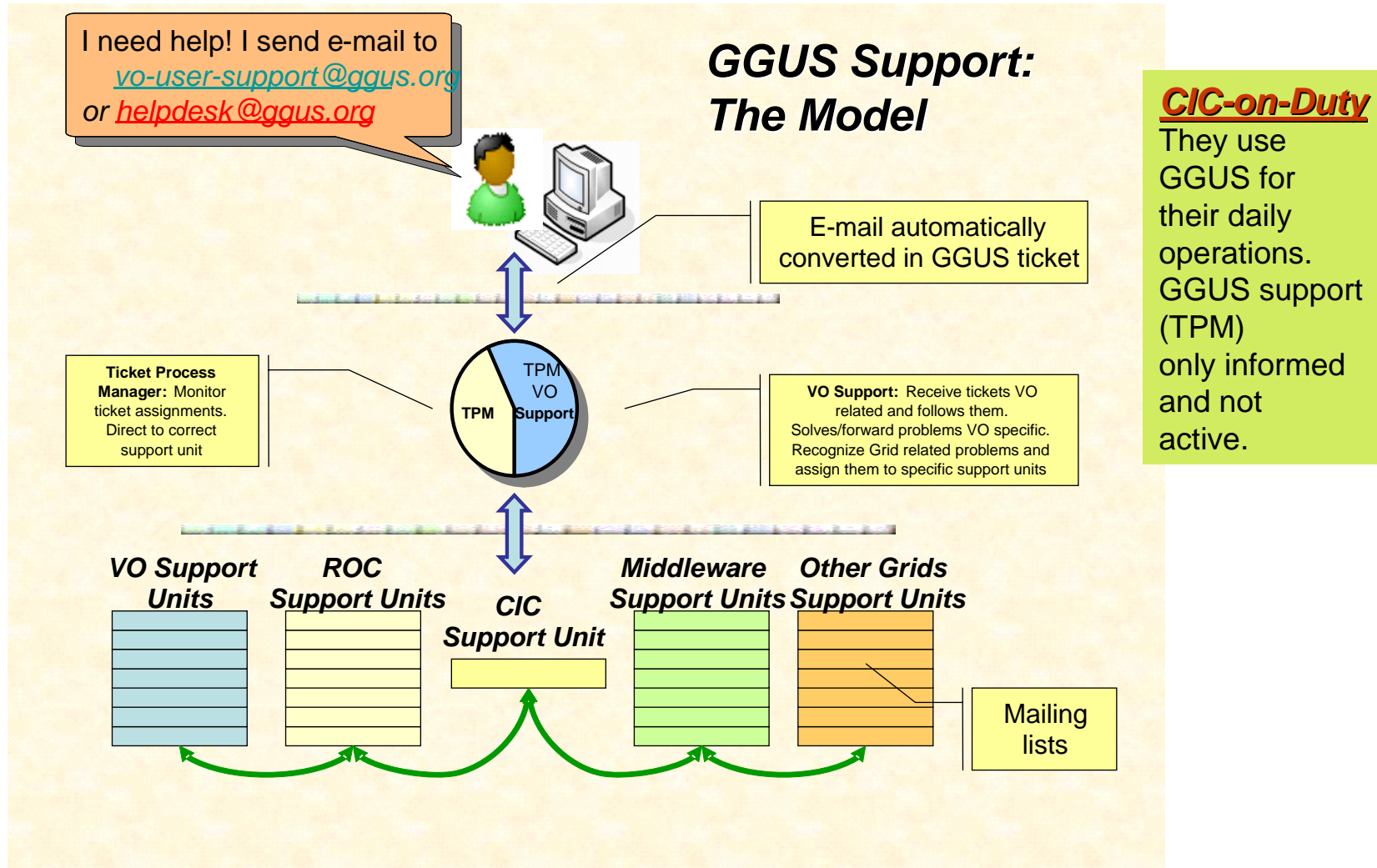
- **Goal:** *To ensure an effective and efficient grid user support service.*

The ESC organisation started with a limited life. It was formed for a period of 24 weeks from 28 January 2005 until 14 July 2005. Its life has been extended till the end of 2005.

- **Members: initially 12 people from CERN, UK, France, Italy, Germany, CE.** Now many more. Representatives from VOs, NA3, other grids (OSG and NorduGrid), Taiwan, ROC_US, other ROCs, etc.

- Meets monthly to discuss plans, problems, progress.
- Three meetings scheduled between now and end of 2005.
- Last meeting had 12 persons attend.
- Has six work packages (ROCs, CIC, VOs, Docs, Portal, Training).

How GGUS works



GGUS Support: The Model (1)

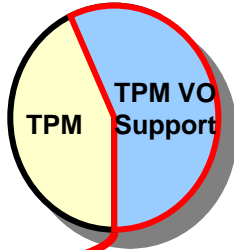


I need help! I send e-mail to
vo-user-support@ggus.org



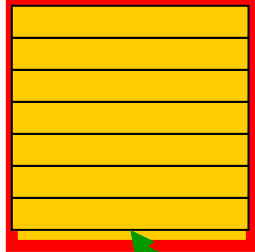
E-mail automatically converted in GGUS ticket.
Can be addressed to TPM VO only, or TPM only, or to both

Ticket Process Manager: Monitor ticket assignments. Direct to correct support unit. Notify users of specific actions and ticket status

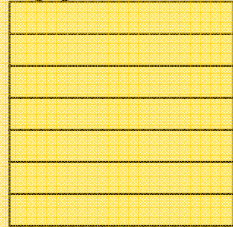


TPM VO Support: People from VOs. Receive tickets VO related and follow them. Solve/forward VO specific problems. Recognize Grid related problems and assign them to specific support units or back to TPM

VO Support Units



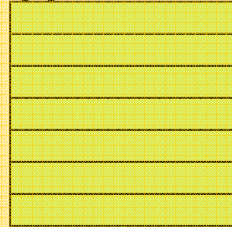
ROC Support Units



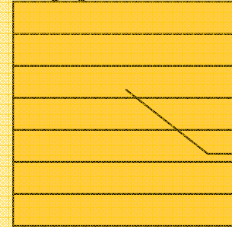
CIC Support Unit



Middleware Support Units



Other Grids Support Units



Mailing lists

GGUS Support: The Model (2)

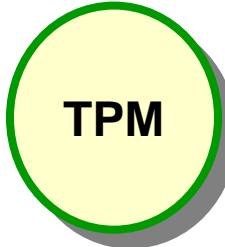


I need help! I send e-mail to helpdesk@ggus.org



E-mail automatically converted in GGUS ticket

Ticket Process Manager: Grid Experts. Monitor ticket assignments. Direct to correct support unit. Notify users of specific actions and ticket status



VO Support: People from VOs. Receive tickets VO related and follow them. Solve/forward VO specific problems. Recognize Grid related problems and assign them to specific support units or back to TPM

VO Support Units

ROC Support Units

CIC Support Unit

Middleware Support Units

Other Grids Support Units

Mailing lists

What services are provided to users?



<http://www.ggus.org>

A screenshot of the GGUS website displayed in a Mozilla browser window. The browser title is "GGUS - Global Grid User Support - Mozilla". The address bar shows "https://gus.fzk.de/pages/home.php". The website header includes "FAQ:Wiki · Documentation · Contact · Masthead" and "Home · Submit ticket · Support staff". The main content area is titled "Welcome to Global Grid User Support" and contains several sections: "What is GGUS?", "Tickets @ GGUS", "Tickets from Flavia Donno (access via certificate)", "Open tickets of all users", "Latest news", "Monitoring Infos", and "GGUS Search".

ID	Status	Date	Info
4274	solved	2005-08-29	Handover of TPM from ROC-CERN to ROC-SEE 29 August...
4209	solved	2005-08-23	Handover of TPM from ROC-CERN to ROC-SEE&ROC-CERN ...
4173	solved	2005-08-22	Is myproxy.cern.ch working properly ?
4109	solved	2005-08-15	Why the site RO-01-NIPNE does not appear in the st...
1907	solved	2005-03-21	Please add "Short description" field in ticket s...

[Documentation](#)

[Browseable tickets](#)

[Search through solved tickets](#)

[Useful links \(Wiki FAQ\)](#)

[News](#)

[Problem submission via web portal](#)

[Problem submission via e-mail](#)

[GGUS search engine](#)

The supporter interface



- The supporter interface has improved a lot.
- It is accessible via a web portal.
- The ticket history is now clear: it is possible to track down actions and know the supporter who has taken them.
- Escalation tickets are automatically issued when the supporter or the user has not reacted to the ticket.
- TPMs are always informed about every ticket and action so that they can intervene.
- It is also possible to browse through tickets (open, solved, ...) per support unit, keyword, Ticket ID, etc.
- It is still not possible to see the tickets assigned to a specific supporter. However supporters are notified via e-mail.

An illustration showing a woman and a man sitting at computers. The woman's computer screen displays 'TPM Support' and the man's computer screen displays 'VO Support'.
A screenshot of the GGU Support web interface. The browser title is 'GGUS - G... Support - M...'. The page shows a ticket with ID 4183, status 'solved', assigned to 'yvan.calas@cern.ch'. The description contains error logs for a Virtual Organisation (VO) named 'atlas'. The solution section states: 'The new RB for VO Atlas is gdrb09.cern.ch'. A history table is visible at the bottom.

Date of change / Last modifier	Action taken
2005-08-22 13:32 UTC David Bouvet	new (GlobalGridUserSupport)
2005-08-22 15:27 UTC Helmut Dres	assigned (ROC_CERN)
2005-08-22 16:50 UTC Laurence Field 3171	solved (ROC_CERN) This machine is not an RB This machine is no longer a Resource Broker.
2005-08-23 07:06 UTC David Bouvet	OK thanks, but what is the new ATLAS RB?
2005-08-23 07:06 UTC David Bouvet	reopened (ROC_CERN)
2005-08-23 07:17 UTC Yvan Calas 3892	solved (ROC_CERN) The new RB for VO Atlas is gdrb09.cern.ch

How are users and supporters trained ?



- NA3 participates to GGUS/ESC discussions. Using material partially produced by members of ESC on various occasions, they have prepared training sessions for users. One of the event was the Biomed training in Clermont-Ferrand:

<http://agenda.cern.ch/fullAgenda.php?ida=a053765>

- The next training event for supporters (TPM, VO TPM and second level support) will be held in Karlsruhe on November 4-5. NA3 at FZK volunteered to help GGUS with the organization and with the training material.
- The CERN Help Desk has been trained to direct users to GGUS.
- Supporters are also trained while doing their support job. They are assisted by more experienced supporters. They can always ask questions to tpm-grid-support@cern.ch for technical support. They can contact support@ggus.org for procedural questions. A GGUS telephone hot line has been put in place.
- Documentation available for the duties of a supporter include documents 1100, 1200, 1300, 8600, 9100.
(https://gus.fzk.de/pages/info_for_supporters.php).



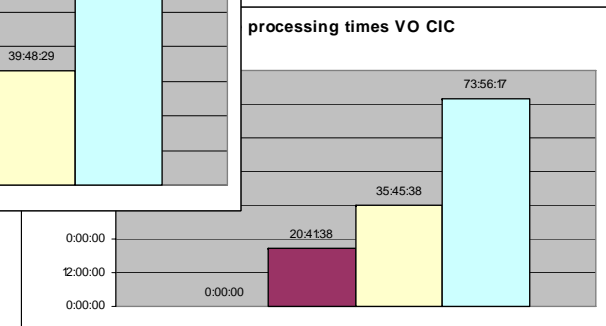
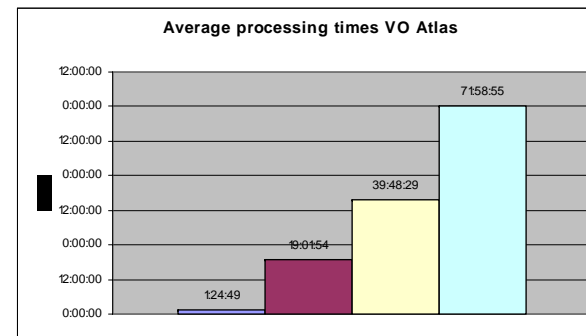
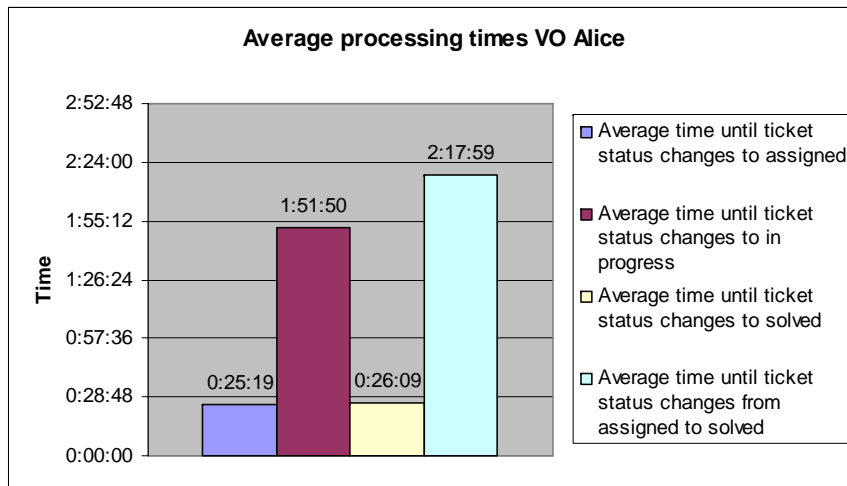
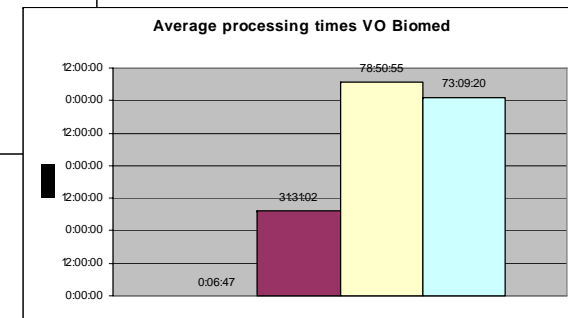
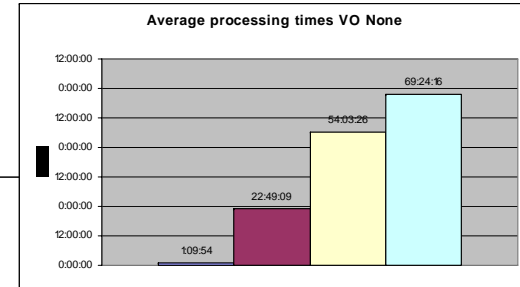
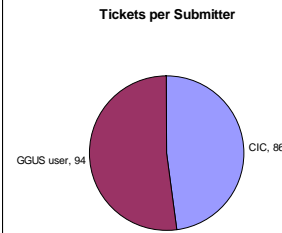
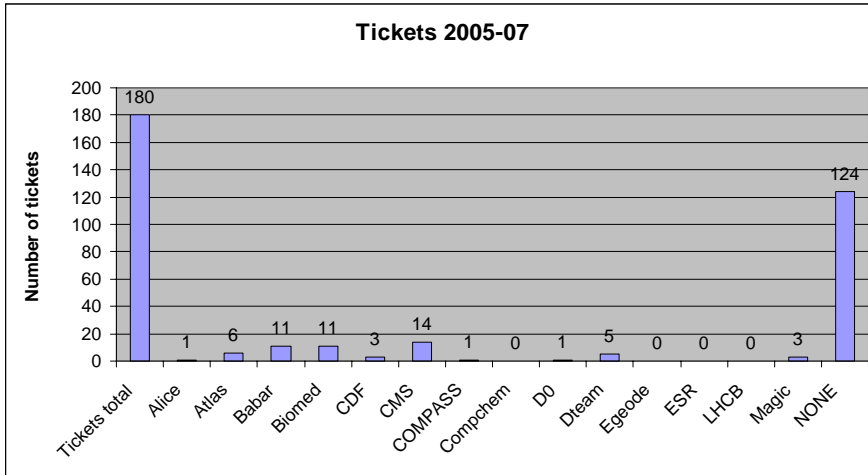
Who are our customers at the moment ?



- Our main customers at the moment are:
 - Grid operations (CIC)
 - VO users
 - Generic users/ beginners
- **Grid operations (CIC)** follow their own procedures for taking care of tickets. Only ROCs are involved in the solution of these tickets.
- **VO users** receive answers from TPMs normally. If the problems are too specific to the VO in question, TPM VO takes over. They might solve the ticket or address it to a specialist in the VO. Tickets can come back to TPMs with more details and eventually be addressed to the middleware developers.
- **Production VO users.** They normally report site related problems. These problems are then assigned by the TPM to the ROC in charge of the specific site. Sometimes problems with the middleware arise. The problem is then followed by the specific developer and eventually a bug or a task in Savannah is opened. There is still no mechanism in place to connect a ticket to a Savannah bug or task.
- **Generic users/ beginners.** These tickets are normally addressed by the TPM. The solution is often found using the GGUS search engine or explained clearly in the LCG-2 User Guide. In the solution, the user is then addressed to the right source.



Some statistics – available monthly



Major problems (Non exhaustive list)



1. *Sites are sometimes very **slow** to solve problems.*
2. ***Second level supporters** are mainly concentrated **at CERN** (middleware, deployment, storage, etc.) and overwhelmed with work.*
3. *There is **no dedicated support**. Everything works on a voluntary base: TPMs and specialized support.*
4. *Supporter training can be effective only if supporters are active. This is not the case for VO TPMs, for most of the time. VOs have not always answered to the request of providing a list of people for the TPM VO. **Present TPM VO** needs to be much **more active** and to provide answers.*
5. ***VO users** need to be **encouraged** to use the GGUS system. We can only improve with feedback and effective usage. Fortunately we are seeing an increase of GGUS since the end of August/beginning of September.*
6. *The **interfaces** between GGUS and ROCs have **not yet** been **completed**, for example the interface to ROC UK. Procedures are being established to forward tickets to ROC US but more work is needed. A channel with NorduGrid has yet to be established.*
7. *The **ticketing interface** can be still **improved**, for instance to automatically change the status of tickets to “in progress” or “solved”. Sometimes a ticket stays open because the supporter has forgotten to close it. Fortunately the TPMs do monitoring. There is a long list of work to enhance the ticketing interface. However, most supporters feel that the interface is workable.*
8. *Still **far** from having a real **distributed support**. Taiwan and US need to be more involved.*

ROC integration status at Sept. 05



- **Some ROCs set up an helpdesk system interfaced to GGUS following the Grid.it example using OneOrZero:**
 - **IT:** in production since March 14th → OneOrZero to be replaced by xoops/xhelp soon.
 - **SE:** in production since April 25th.
 - **RU:** in production since May 23th.
 - **SW:** in production since July 18th.
 - **CE:** in production since ?.
 - **GER-CH:** in production since September 15th.
- **Some ROCs had different helpdesks inside their federation:**
 - **FR:** home developed helpdesk, interface to GGUS ready by September ?
 - **NE:** helpdesk based on RT open to local users since April, plan to interface to GGUS.
 - **UK-I:** helpdesk based on Footprints, plan to be interface to GGUS but no manpower.
- **For ROCs outside EGEE effort started after last Operation Workshop:**
 - **Asia/Pacific:** helpdesk based on OTRS, interface to GGUS in progress .
 - **OSG:** iGOC helpdesk based on Footprints. Active discussion at this workshop.

Improvements introduced since June 2005



1. *Implemented an email to ticket interface to be used by 9 VOs.*
2. *Implemented an email to ticket interface for helpdesk@ggus.org.*
3. *New labels in top navigation and ggus start page.*
4. *Addition of new documentation and wiki pages.*
5. *Implemented a mechanism that guarantees linking to the current version of documents within the egee-docs.*
6. *Improvement of the user search in solved tickets, which is now more fault-tolerant and not case sensitive.*
7. *Presentation of the ticket information in a more viewable form.*
8. *Adding javascripts to help user/staff use webforms correctly.*
9. *Introduced TPM as a replacement for SOD.*
10. *Help from ROCs to do shift for TPMs.*
11. *New search engine.*
12. *Reviewed all TPM VO Support lists. Contact with experiments.*
13. *Additional documentation and more reliable publishing mechanism.*



What is going to be available by the end of 2005?



1. *Assistance to the supporter in the process of filling in ticket forms via pop-up help windows.*
2. *Revision of attachment handling with the email interface.*
3. *Improvement to the mail templates.*
4. *Preparation of a new concept for GGUS-News.*
5. *Defining and implementing a new ticket end state (unsolvable).*
6. *Ensure the availability of GGUS through backup and fail-safe systems.*
7. *Interfaces to other grids (NORDU/OSG).*
8. *Preparation of a new **metrics**.*
9. *Prepare to support the LHC Service Challenges (to be discussed at this Operations Workshop).*



Conclusions



- The functionality and usability of the GGUS system has improved a lot.
- GGUS/ESC is functioning well. Now we have representatives from ROCs, NA3, VOs, GGUS/FZK, CERN, OSG with timely, well attended meetings.
- The interfaces to the ROCs work well. The missing ones that are really missed (ROC_UK, NE, FR, AP, OSG, NorduGrid).
- The ticket traffic is increasing (we have many more CMS and ATLAS customers – still very few from Alice and LHCb).
- At the moment the GGUS infrastructure is well sized, especially with the help of the ROCs for TPM.
- We would like more involvement from the VOs.
- The French ROC has done a very good job with CIC-GGUS integration.
- VO specific views are being added to the CIC portal.
- We need more supporters in order to help the supporters at CERN who now are the main source of knowledge and help.