



Enabling Grids for
E-science in Europe

www.eu-egee.org

*Joint OSG and EGEE Operations Workshop
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User Support Workflow: EGEE

**Marco Verlatto
INFN – Sezione di Padova**



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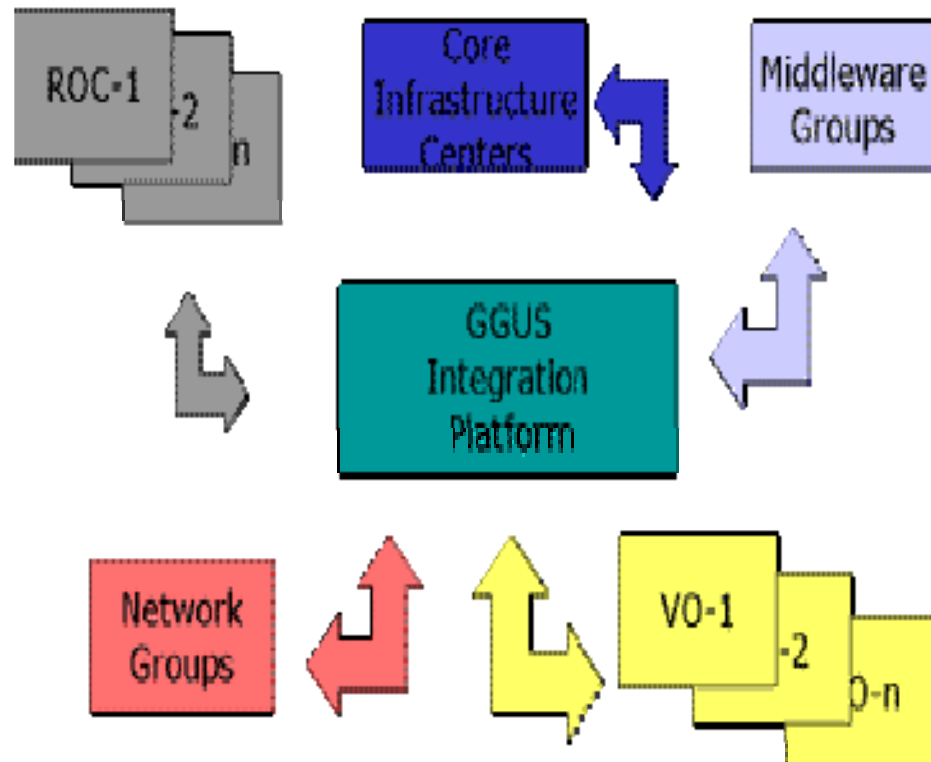
Layout



- Overview
- GGUS Workflow
- GGUS→ROC Workflow
- EGEE-OSG user support comparison

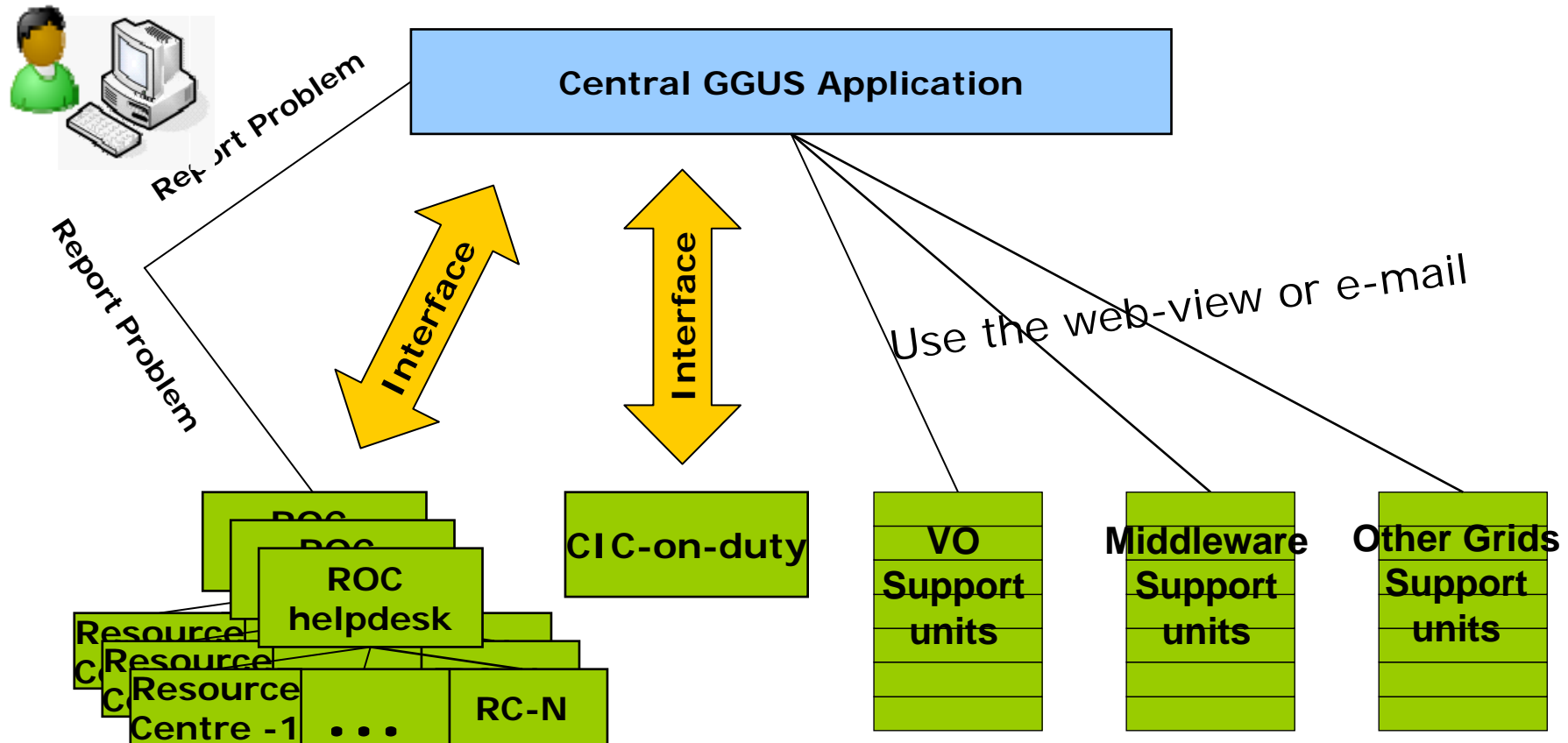
EGEE User Support: infrastructure

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



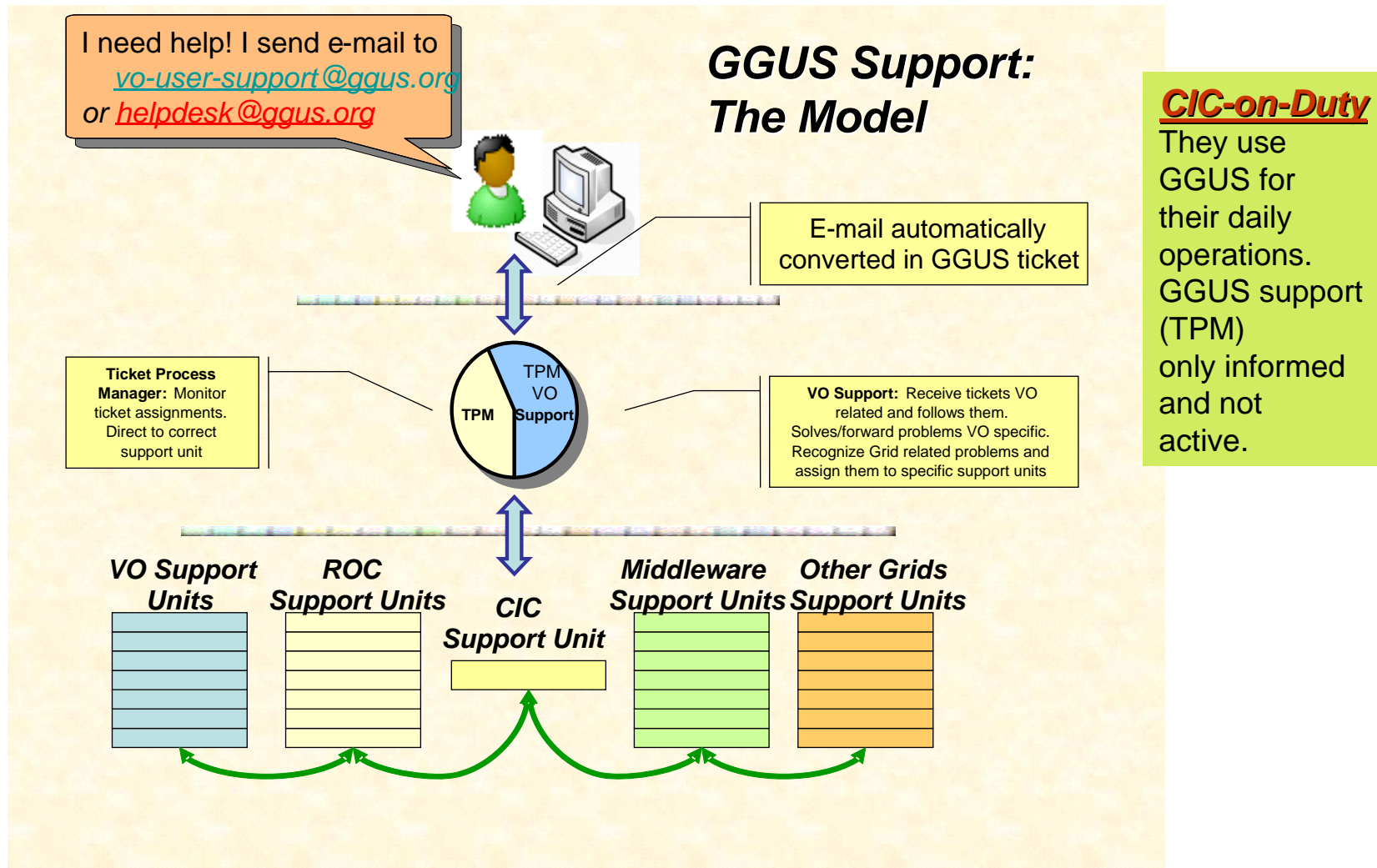
● This central helpdesk keeps track of all service requests and assigns them to the appropriate support groups. In this way, formal communication between all support groups is possible. To enable this, each group has to build only one interface between its internal support structure and the central GGUS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

EGEE User Support: interfaces



Using the local Helpdesk Systems
in conjunction with a central
integration platform at GGUS

How it works

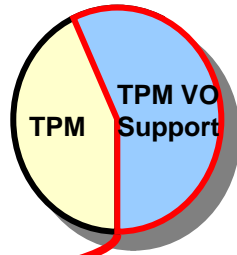


GGUS Support: The Model

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

GGUS Support: The Model

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
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TPM

VO Support: People from VOs.
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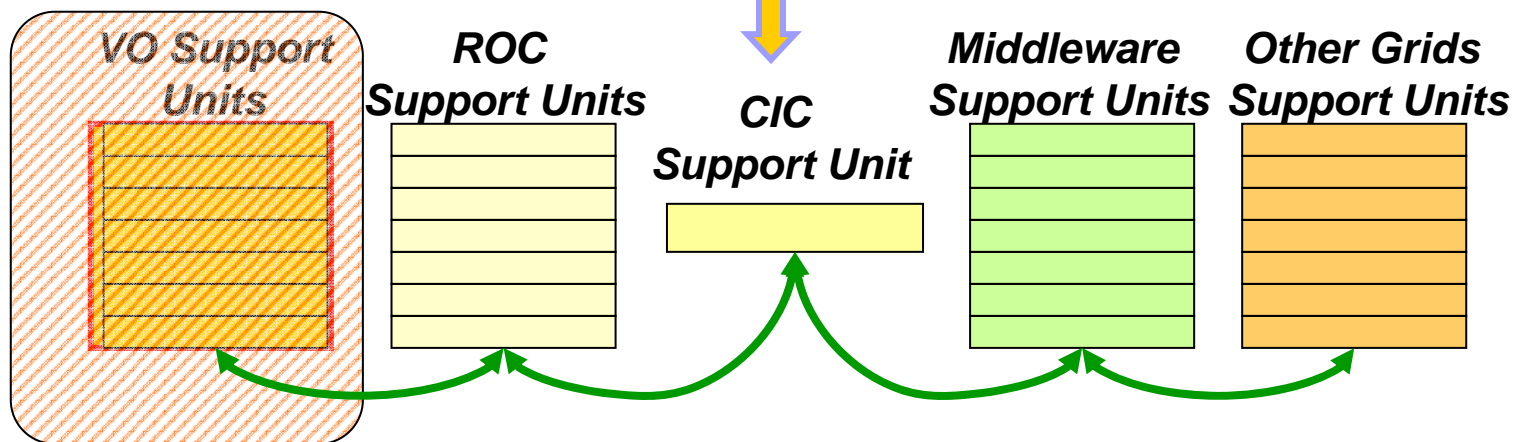
**VO Support
Units**

**ROC
Support Units**

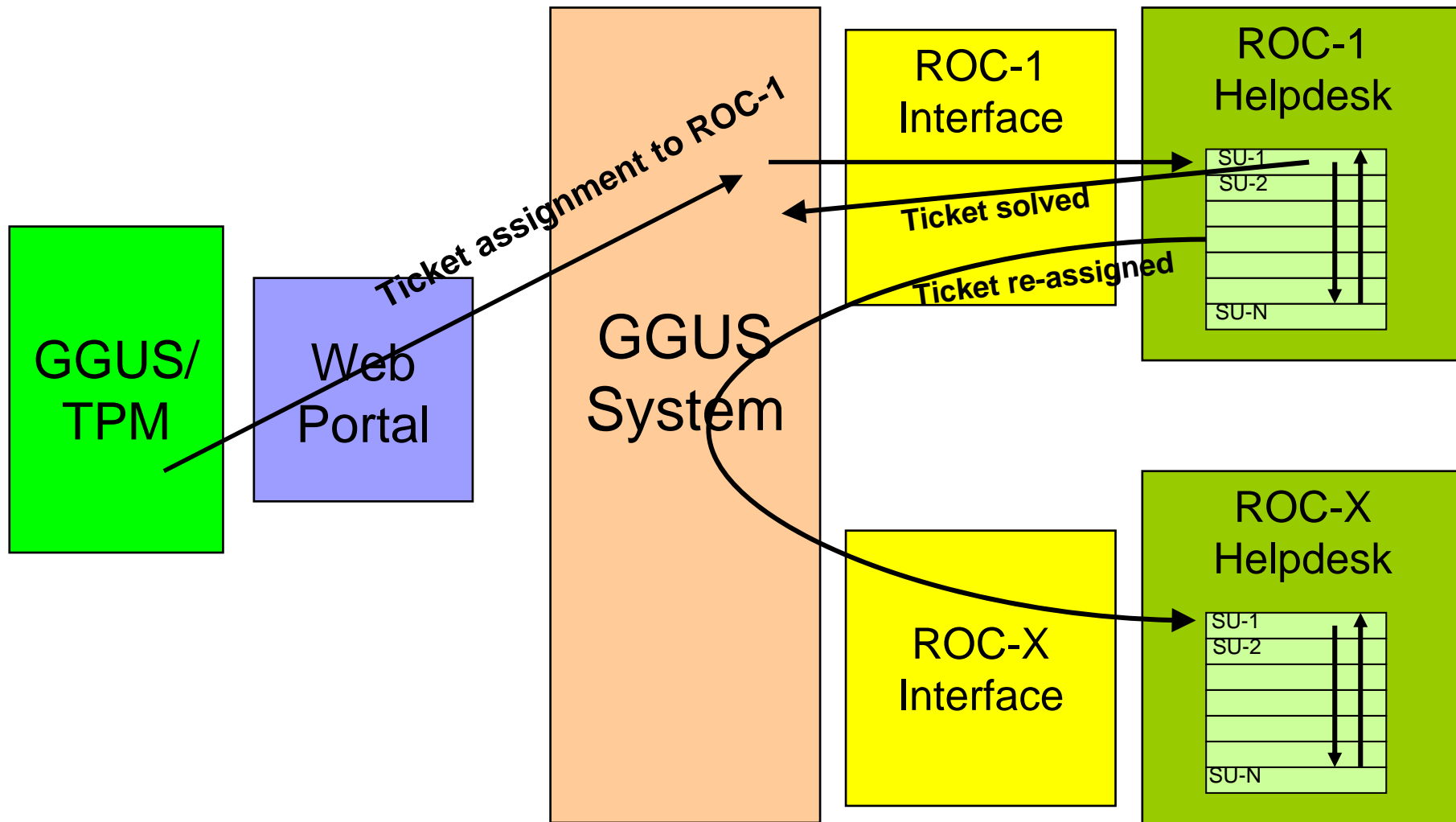
**CIC
Support Unit**

**Middleware
Support Units**

**Other Grids
Support Units**



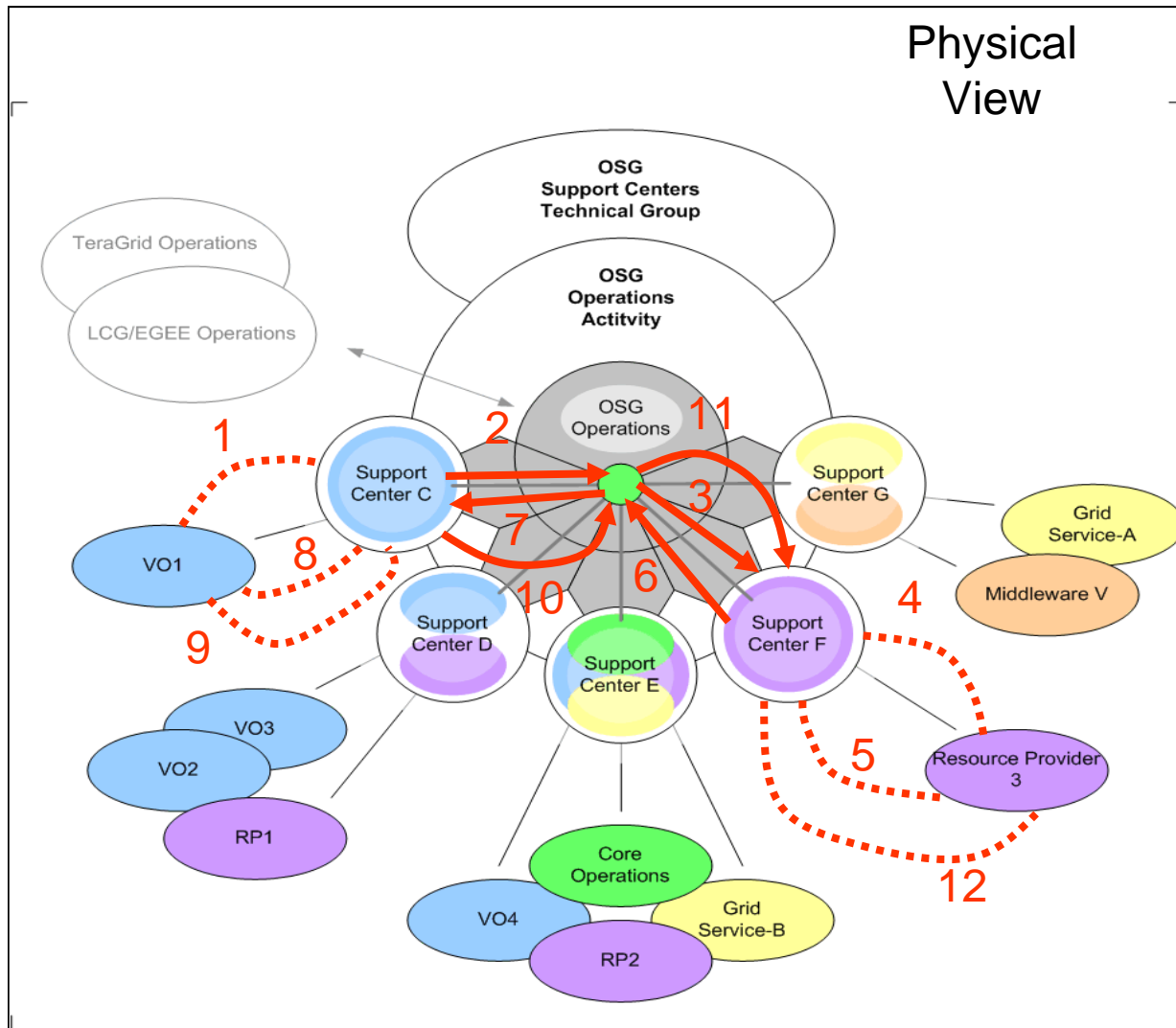
GGUS→ROC Basic Workflow



OSG Ticket Routing Example

(slide from Doug Olson, EGEE/LCG OW, May 24-26)

Physical View



User in VO1 notices problem at RP3, notifies their SC (1).
 SC-C opens ticket (2) and assigns to SC-F.
 SC-F gets automatic notice (3) and contacts RP3 (4).
 Admin at RP3 fixes and replies to SC-F (5).
 SC-F notes resolution in ticket (6).
 SC-C gets automatic notice of update to ticket (7).
 SC-C notifies user of resolution (8).
 User confirms resolution (9).
 SC-C closes ticket (10).
 SC-F gets automatic notice of closure (11).
 SC-F notifies RP3 of closure (12).

EGEE-OSG comparison

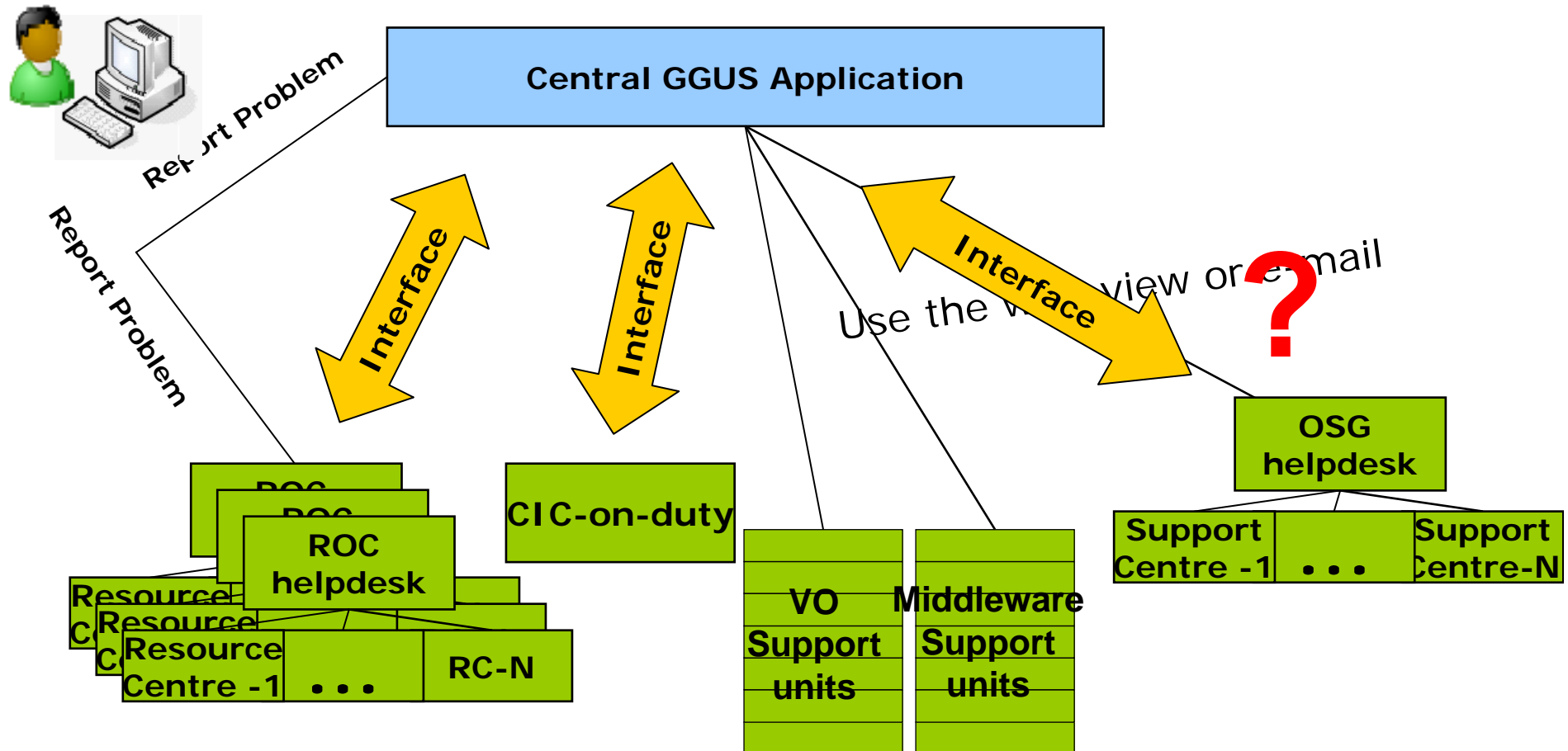
- | | |
|--|---|
| <ol style="list-style-type: none">1. GGUS as TTS and integration platform2. ROCs, CIC, and other SUs interact via GGUS3. First contact for users: TPM or ROC | <ol style="list-style-type: none">1. iGOC as TTS and integration platform2. SCs interact via iGOC3. First contact for users: VO-SCs |
|--|---|

How to interface? A proposal...

- | | |
|---|--|
| <ul style="list-style-type: none">• iGOC seen as a “ROC-like” helpdesk• tickets assigned to the right SC, within iGOC, according to VO | <ul style="list-style-type: none">• GGUS/TPM seen as a Support Centre• VO-SCs open tickets in iGOC and assign to GGUS/TPM |
|---|--|

- **only one interface between GGUS and iGOC**
- **tickets shared in both GGUS and iGOC DB**

EGEE User Support: interfaces



Using the local Helpdesk Systems
in conjunction with a central
integration platform at GGUS