



Enabling Grids for E-scienceE

GGUS Workflow

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RAL

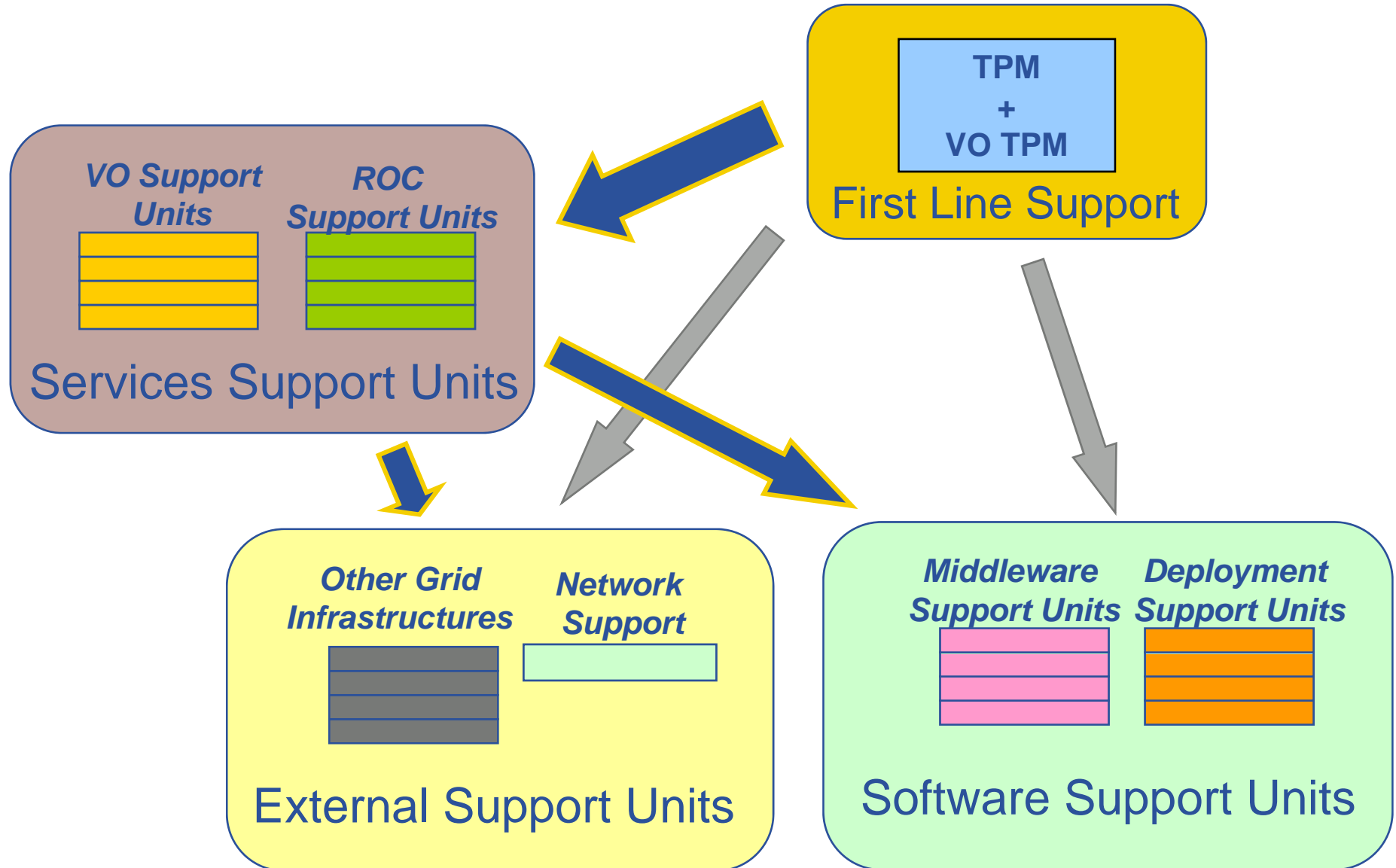
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Information Society
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- **TPMs provided by ROCs**
 - 1 week shifts, currently 14 teams so ~ 4 shifts/year (+ backup)
- **Respond to new tickets, ideally in < 1 hour in working hours**
- **Main task is to assign the ticket to another Support Unit (SU)**
 - Often trivial, sometimes not
- **Sometimes the TPM can solve tickets directly**
- **Sometimes the TPM needs to ask the submitter for more information, or otherwise investigate the problem**
- **Follow what's happening to all active tickets**
 - Intervene if necessary/helpful
- **(Follow up on old tickets with no activity)**

- **TPM bypassed in various cases:**
 - Network tickets
 - CIC-on-duty tickets
 - VO-specific tickets for VOs with their own TPM
 - VO alarm and team tickets
 - Anyone with supporter privilege can assign tickets directly

- **GGUS expectation is that ROCs have an internal helpdesk and manage tickets for their own sites internally**
 - UKI tried this with Footprints but it didn't work very well, currently using GGUS directly
 - Use “**Assign ticket to specific person(s)**” field
 - <https://www.gridpp.ac.uk/deployment/support/index.html>
 - Put the site name in “**Affected Site**”
 - Are all our sysadmins registered with GGUS and au fait with the web interface?
 - VOs now want to be able to ticket sites directly, but ROCs should keep an overview
- **ROC functions similar to TPM, one level down:**
 - Assign a ticket to a site in < 1 hour
 - Tickets to multiple sites need to be split
 - Use master/save or parent/child links if necessary
 - Reassign tickets to a different SU if they were miss-assigned
 - *To TPM if you don't know where it should go*
 - Solve tickets or provide help where possible
 - Monitor the progress of tickets, check that things are going properly and follow up if they aren't
- **Number of tickets is fairly low (~ 2/day?) so not too much work, but needs a fast response, and someone with a general understanding of the Grid**

- **assigned:** the ticket has just been assigned to this SU
- **in progress:** someone has started work on the ticket
 - should set this immediately, it would help with statistics
- **waiting for reply:** a supporter is waiting for a reply from the submitter, and can't proceed until then
 - NB Not if someone is waiting for a reply from another supporter!
- **on hold:** the ticket can't be processed for an extended period, e.g. a site is waiting for new hardware to be delivered
 - Set the reminder date as appropriate
- **reopened:** the ticket was closed but the submitter thinks there is still a problem
 - Same semantics as "assigned"
- **solved:** a supporter (e.g. sysadmin) sets the ticket to "solved" when they think the problem is fixed
- **unsolved:** either the problem can't or won't be solved, or it has been moved to a different tracking system, often savannah
 - If the problem is subsequently fixed the ticket should be updated to "solved".
- **verified:** the submitter agrees that the problem is solved, or doesn't respond at all