



Enabling Grids for E-scienceE

# Ticket Process Management

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*Some content from presentation by Mario David, LIP*

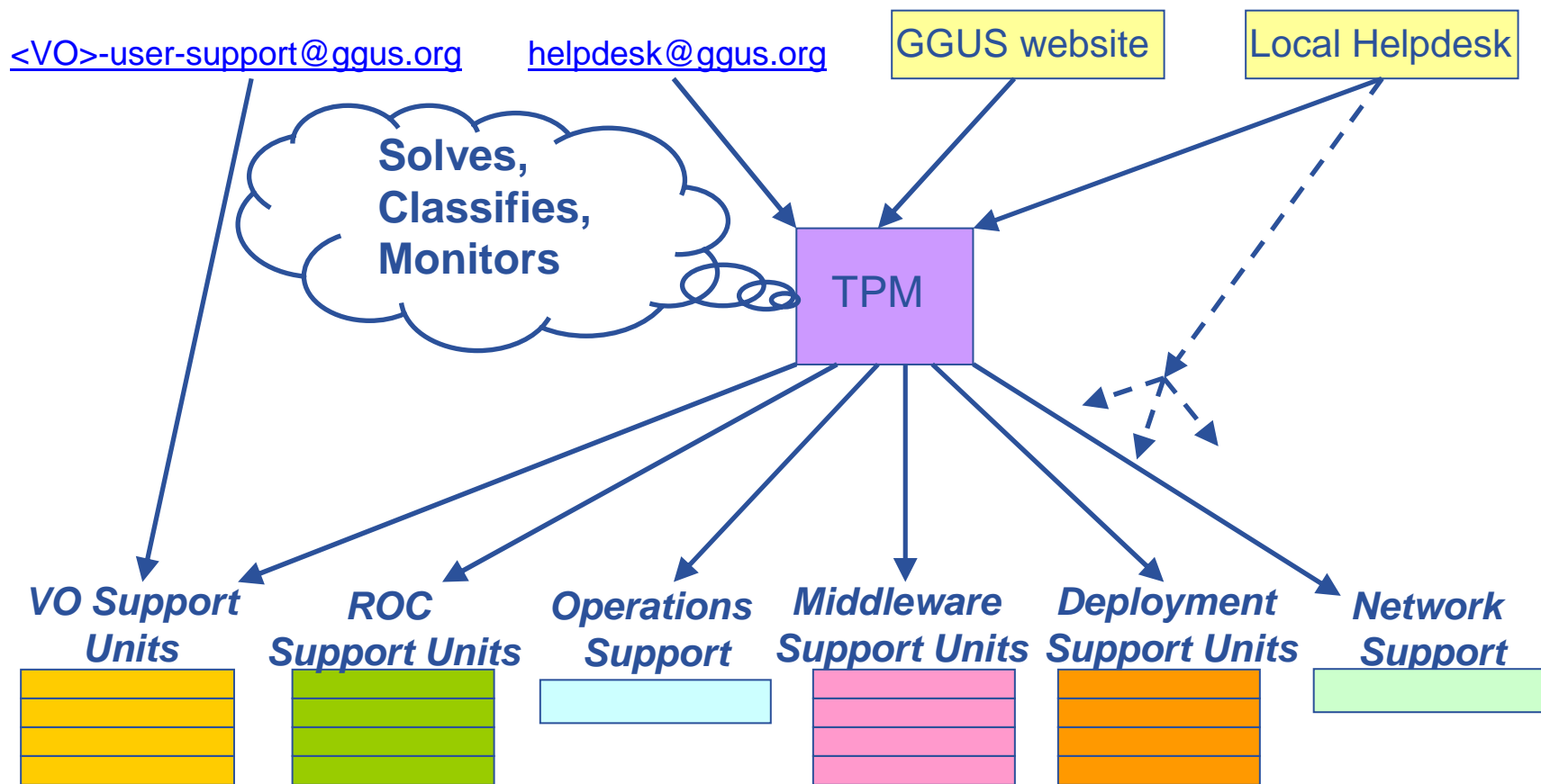
[www.eu-egee.org](http://www.eu-egee.org)



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- 1. Introduction to TPM**
- 2. TPM Responsibilities**
- 3. Who does TPM?**
- 4. Change over**
- 5. Help/Documentation**
- 6. Getting Involved**
- 7. Questions**

- **Ticket Process Management: the key component of the GGUS/EGEE helpdesk.**



- **Duties:**
  - Closing simple trouble tickets (general grid middleware)
  - Notifying users about the status of their tickets
  - Routing other tickets to the correct place for processing
  - Reacting to alarms that tickets have not been processed
  - Ensuring that information in appropriate tickets is copied to the Wiki/knowledge base.
  - Ensuring the responsibility is passed on to the next ROC in a timely, well coordinated way
- **CIC-on-Duty tickets should not be handled by the TPM**
- **This is all performed using the GGUS web portal and emails sent by GGUS to inform the TPM of new/modify/solve/escalated tickets.**

- Teams of 2-3 from a participating ROCs plus people from CERN.
- Each team is responsible for one week in rotation from 12pm UTC Monday.
- The ROC managers' group agrees the schedule (see <https://gus.fzk.de/pages/tpm.php> for the current schedule).
- The workload in this week is reported to be about 2-8 hours, GGUS handles about 100 new tickets a week, but most are correctly assigned to VOs, TPMs deal with about 20 (May 2005).
- At the moment there are the following 6 teams: ROC-SE(x3), CERN/ROC-Russia, ROC-SW and ROC-CE. Giving one duty week in six.
- More ROCs are providing TPMs therefore becoming a ROC is responsible less often.

- The email addresses for the TPM are changed automatically according to the TPM schedule at 12pm UTC Monday.
- Then the current TPM opens a ticket with a title such as “Handover of TPM from ROC-UK 16-May 2005”, with any information that needs to be passed on, which the new TPM solves to acknowledge that they are now responsible.
- The ROC manager is responsible for ensuring there are appropriate people able to be TPMs.

- **Help while being a TPM:**
  - [tpm-grid-support@cern.ch](mailto:tpm-grid-support@cern.ch) – more experienced TPM for technical questions.
  - [support@ggus.org](mailto:support@ggus.org) – GGUS portal/procedural questions
  - **+49 724 782 8383** – emergency help on GGUS
  - 2<sup>nd</sup> level supporters – precise ticket classification
  - SA1 docs: <http://egee-docs.web.cern.ch/egee-docs/>:
    - **1100/1300** - using GGUS,
    - **1200** - GGUS workflows,
    - **8600 - Information on TPMs** and
    - **9100** - GGUS support model
- **Help solving tickets**
  - Lots of documentation: FAQs, Knowledge bases, Wiki, search engines, contact lists, etc., linked from GGUS site.
  - Tools like: SFT, downtimes, gstat, etc.,

- We need volunteers; the UKIROC is planning on providing TPM support in February!
  - Email Philippa or Jeremy if you are interested in helping
- Read the documentation especially SA1 document 8600
  - [http://egee-docs.web.cern.ch/egee-docs/support/documentation/pdf/8600\\_FAQ\\_for\\_TPM.pdf](http://egee-docs.web.cern.ch/egee-docs/support/documentation/pdf/8600_FAQ_for_TPM.pdf)
- GGUS supporter training (two days of this with practicals!):
  - 2-3 Feb @ CERN (see <http://agenda.cern.ch/fullAgenda.php?ida=a058117>)
  - Possible training in UK by Philippa or me if people want it
- All sites/people/ROCs interested in participating should contact TPM mailing list [tpm-cern-support@cern.ch](mailto:tpm-cern-support@cern.ch).





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# Questions?

- “Documentation” link, “GGUS Search Engine” and links on “Support” page at <http://www.ggus.org/>
- FAQs: <http://goc.grid.sinica.edu.tw/gocwiki/SiteProblemsFollowUpFaq>
- Downtimes: <http://goc.grid-support.ac.uk/gridsite/operations/downtimes.php>
- Site Functional Tests: <https://lcg-sft.cern.ch:9443/sft/lastreport.cgi>
- Contacting a ROC: [https://cic.in2p3.fr/index.php?id=rc&js\\_status=2](https://cic.in2p3.fr/index.php?id=rc&js_status=2)
- Gstat: <http://goc.grid.sinica.edu.tw/gstat/>

- If you have technical questions concerning the Grid middleware and how to solve a problem, you can always send e-mail to [tpm-grid-support@cern.ch](mailto:tpm-grid-support@cern.ch) and ask more experienced TPMs to help you.
- If instead you have questions about procedures (e.g. “How can I assign a ticket to...?”, “How can I search all tickets for ...?”, etc), then you can send e-mail to [support@ggus.org](mailto:support@ggus.org).
- For urgent problems with the GGUS portal, you can call the GGUS hotline: +49 724 782 8383.
- You can also ask other specialized supporters (second line support) to help you understand how to correctly assign tickets, where you are not sure of where exactly to assign a ticket



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# Help – General Documentation

- <http://egee-docs.web.cern.ch/egee-docs/>
- ->Support->Documentation->Supporter
- **See documents:**
  - 1100 & 1300 – How to use GGUS
  - 1200 – The GGUS workflows
  - 8600 – Information on TPMs
  - 9100 – The GGUS support model