



CMS Operations Feedback

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Overview



In general from a technical standpoint CMS finds the current operational support infrastructure functional

- ➔ Both GGUS system on LCG
- ➔ Footprints system on OSG

User interface is OK

- ➔ Ticket search capabilities are limited without knowing the number, but submitting and responding to tickets, the status of ticket on the web link, etc. looks OK

Tickets are not dropped

- ➔ System has not been exercised under enormous load, though we have generated more than 30 tickets in a couple of day period, and technically everything worked as it should

Interface for responders seems intuitive enough

- ➔ Even relatively new support people appear to be able to navigate



Usability Issues



These vary in importance

- ➔ 4000 character limit is a nuisance and we appear to frequently run into it
- ➔ The support infrastructure shields the identity of the responder
 - We don't wish to contact people outside the framework
 - The responder level of expertise is another piece of information when dealing with problems
- ➔ Ability to search problems and identify that issues have been solved before seems limited.
- ➔ Ability to broadcast that problems are submitted and are being repaired to all the people affected also seems limited
 - Failure of a component frequently affects many people
 - Mailing lists keep people better informed at the cost of more mail



General Issues (1/2)



It seems from our perspective that the current support infrastructure operates on the premise that infrastructure works

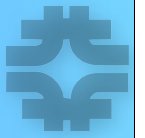
- ➔ It is intended for operations
- ➔ Errors are independent events that can be dealt with

It is not clear that it is optimal for the deployment phase where there are system wide problems and many components are not working

- ➔ Appears hard to see systematic problems
 - Tickets are assigned to ROCs independently
 - Would be nice to be able to chain tickets together
- ➔ Requires operations people for both the grid and the VO to be diligent in looking at the tickets and trying to draw conclusions
 - We do some of this know with the web browser and e-mail, but even categorizing tickets would help.



General Issues (2/2)



Urgent means different things to different people

- ➔ While it is very urgent to T2_Andorra that transfers succeed, it may be urgent for me that RB_106 gets fixed for CMS as a whole
- ➔ As we get to the point that addressing tickets needs to be prioritized it would be useful for the experiment to be able to identify tickets as critical infrastructure issues.