

User support working group - summary

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Agenda

- On the web:

<http://agenda.cern.ch/fullAgenda.php?ida=a062031#s3>

- **A brief overview of the OSG model (10')**
- **A brief overview of the EGEE model (10')**
- **Interoperability of ticketing systems between peer grids (discussion) (50')**
- **User-friendliness (discussion) (40')**
 - do users find the user support supportive?
 - do supporters find the processes of user support supportive?
- **Feedback from the LHC VOs users (discussion) (50')**
- **Supporters responsiveness (discussion) (1h00')**
 - are people happy with the current response time?
 - how can we improve it?

Goals

- Discuss cross-grid tickets
 - Ticket ownership, how to measure if it works, how to improve/streamline it
- Find a strategy and suggestions to:
 - Decrease support units response time
 - Minimize ticket loss
- Usability (aka user friendliness)
 - Propose a strategy on how to improve it

Interoperability EGEE-OSG

- GGUS → OSG functions
 - New tickets created
 - Update of GGUS ticket causes update of associated OSG ticket
 - Means to automatically assign to OSG VO Support Center is understood and will be implemented for USCMS and USATLAS
- OSG → GGUS
 - In testing
 - GGUS ticket creation works
 - Update of OSG ticket causing update of associated GGUS ticket update still under development
- It appears that ticket exchange and assignment of responsibilities is understood.
- More real tickets are needed to expose shortcomings.

LHCb

- Used GGUS since > 1 year, all problems go to GGUS since 3 mo.
- Direct interaction with sites before using GGUS was educational but became overwhelming
- Have work with GGUS team to make many improvements
- Includes reference to LHCb log entries in GGUS tickets – very helpful
- Have made web interface to see status of LHCb tickets

LHCb

The web interface

a01-004-128.gridka.de	assigned	2006_06_12	logs	reasons	# 8383
a01-004-128.gridka.de	assigned	2006_06_13	logs	reasons	# 8383
ares02.cyf-kr.edu.pl	solved	2006_05_15	logs	reasons	# 8618
ares02.cyf-kr.edu.pl	solved	2006_05_16	logs	reasons	# 8618
ares02.cyf-kr.edu.pl	solved	2006_05_18	logs	reasons	# 8618
ares02.cyf-kr.edu.pl	solved	2006_05_19	logs	reasons	# 8618
ares02.cyf-kr.edu.pl	solved	2006_05_27	logs	reasons	# 8618
ares02.cyf-kr.edu.pl	solved	2006_05_28	logs	reasons	# 8618
ares02.cyf-kr.edu.pl	solved	2006_05_29	logs	reasons	# 8618
ares02.cyf-kr.edu.pl	solved	2006_06_03	logs	reasons	# 8618
ares02.cyf-kr.edu.pl	solved	2006_06_04	logs	reasons	# 8618
ares02.cyf-kr.edu.pl	solved	2006_06_06	logs	reasons	# 8618
ares02.cyf-kr.edu.pl	solved	2006_06_07	logs	reasons	# 8618
ares02.cyf-kr.edu.pl	solved	2006_06_08	logs	reasons	# 8618
ce.keldysh.ru	obsolete	2006_05_24	logs	reasons	problem no longer th
ce.keldysh.ru	obsolete	2006_05_25	logs	reasons	problem no longer th
ce.keldysh.ru	obsolete	2006_05_26	logs	reasons	problem no longer th
ce.polgnd.pl	solved	2006_05_21	logs	reasons	# 8777
ce.polgnd.pl	solved	2006_05_22	logs	reasons	# 8777
ce0001.m45.ihep.su	new	2006_06_01	logs	reasons	
ce0001.m45.ihep.su	new	2006_06_03	logs	reasons	

The future...

(LHCb Suggestions/Improvements/Wishes)

- *GGUS* should be able not just to dispatch the problem to the right unit but also maintain a know-how that helps the unit fixing the problem (a knowledge DB that keeps strategies adopted for fixing past analogous problems)
- Give the possibility (on demand) to a group (well defined) of production managers for handling/updating *GGUS* tickets (*VOMS* in *GGUS*?)
- LHCb SFT tests not only used for installing software (right now) but to be integrated with *GGUS* so that tickets get submitted in a completely transparent (to LHCb) way, ensuring (enforcing) the readiness of the sites
- The dream is to have a fully automatic system (*GGUS* integrated) where the human intervention (LHCb side) is minimized and where the failures of the past represent a good lesson for the future.

CMS

- Ticket systems (Footprints & GGUS) mostly work but have some usability issues (list provided)
- CMS not now a heavy user of either system, and does not (yet) send all user problems to GGUS
- Needs / suggestions
 - Would be helpful to inform multiple parties about tickets
 - Can be difficult to see systematic or large scale problems from individual ticket details, it may help to link multiple tickets together
 - Need simpler interface to see CMS-specific tickets
 - Ability to categorize tickets
 - Ability to prioritize tickets

ATLAS

- ATLAS using GGUS for user problems since Sept. 2005
 - Atlas-user-support@ggus.org
 - Frontline support team does gets all tickets and can escalate and assign (via GGUS) to other groups in ATLAS

ATLAS still needs:

- Better defined usage policies and up to date documentation
- VO specific support units better integrated with GGUS (many use savannah portal)
- GGUS training

106. Alistairs marvelous action list:

- 116.1 Discuss emails from CIC portal and from GGUS with ROCS and sites
 - Leif from Linköping(sp?) thought that this was confusing, other agreed
- 116.2 We should consider changing GGUS so that user can assign tickets to a particular support unit
- 116.3 Request for stored queries/search on GGUS to find common problems e.g. FTS failure
- 116.4 User should be the ones to close a ticket
- 116.5 Have linked tickets
- 116.6 Assign (replicate and link?) to more than one SU
- 116.7 Take support matters to the LHC-CMS Task Force
- 116.8 Invite VO people to the ESC meetings
- 116.9 Contact the VO task forces to engage them in requirements capture

Suggestions for GGUS

- LHCb provides reference link to LHCb log entries in GGUS tickets, suggest other VOs do the same, has been very helpful for LHCb
- Ability of VOs to
 - assign tickets
 - Categorize tickets
 - prioritize tickets
 - view VO-specific list of tickets
- Use stored queries in GGUS for searching
- Automation of SFTs creating tickets
- Assign multiple parties to be notified about tickets
- Link tickets together for same/related problems
- More integration of VO support units
- User training about GGUS

Comments

- Plenty of good discussion
- General agreement on the critical role of GGUS for user support
- Much progress in interfacing to GGUS tickets with other systems, OSG & ROCs, and still some progress to be made
- Promoting problem ownership is important, both EGEE & OSG
- Many thoughtful suggestions on improvements
- LCG need to adopt model of having VOs accept first-line user support like OSG
 - LHCb and ATLAS already doing this well using GGUS
 - (no VO presentation from ALICE)
 - CMS already providing user support but not integrated with GGUS. Will look into better GGUS integration for CMS.