ROC CE Helpdesk

Michał Łopuszyński, Krzysztof Nawrocki

Warsaw EGEE group

www.eu-egee.org

e-infrastructure

Enabling Grids for E-sciencE

ROC YY Helpdesk

ROC XX Helpdesk

GGUS

ROC CE Helpdesk

web services

e-mails

Problem

One || Zero Portal

tickets not solved locally
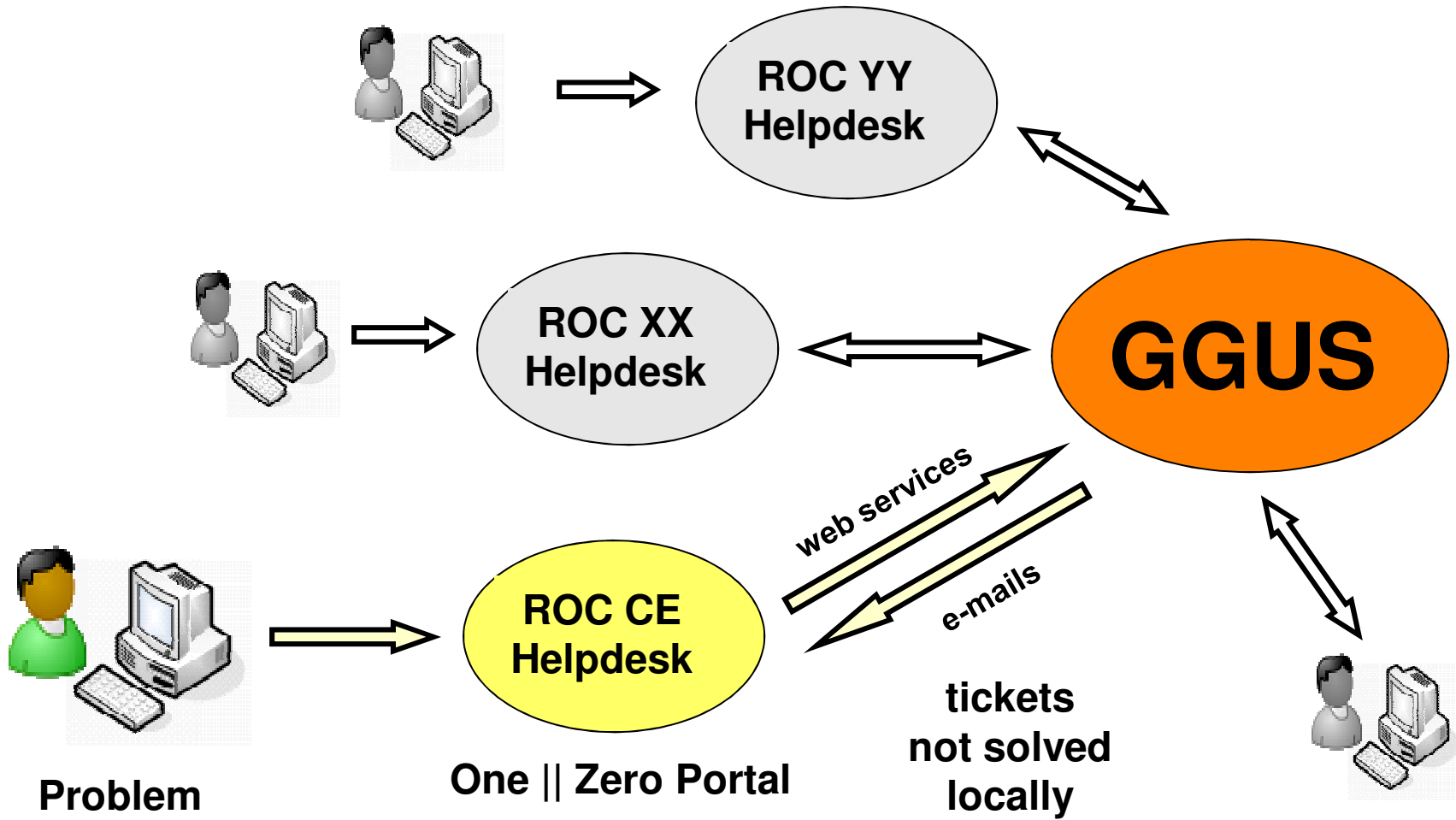
- **Since 01/10/2008 - 17/09/2009 (last year):**

  – **240 tickets arrived**

  – **>> 200 tickets (vast majority) were GGUS related**

  – **We use three categories: problems, suggestions, advisory, however, mainly problems are reported**

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- **General purpose ticket processor**

- **Written in PHP**

- **Functionality includes:**

  - Processing tickets
  - Ticket search engine
  - E-mail notifications

  - Ticket statistics
  - Knowledge base for FAQs
  - Announcements

Enabling Grids for E-sciencE

- **E-mail notifications sent only to *affected sites***

- **Corrected problems with propagation of status *verified* from GGUS**

- **Automatic assigning tickets from GGUS on the basis of *affected site* info (available soon)**

- **Transition to new version of One or Zero**

- **Use of knowledge base extension focused on needs of new users (coming from PL-GRID)**

- **Add full communication with GGUS via web services**

Thank you for your attention!

- **O-N-6 Integration of NGI ticketing system**
  - Solution based on Request Tracker under development – handling only Polish sites
  - First prototype integrated with GGUS planned for October 2009
  - Testing phase: regional and national version running in parallel since Jan 2010
  - Switching Polish sites from regional support to national helpdesk – March 2010
  - helpdesk.polgrid.pl decomissioned at May 2010 (expecting all NGIs will switch to national helpdesks or regional services will get support from EGI)