



Enabling Grids for E-science

LHC Requirements to GGUS

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Location WLCG Workshop CERN

www.eu-egee.org



- User information**

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CC to

VO ? **

Notification mode

on every change

on solution*

Notification recipients

submitter*

group/shift

Groups

- | | | | |
|--------------------------|---------|--------------------------|---------|
| <input type="checkbox"/> | ATLAS_1 | <input type="checkbox"/> | ATLAS_2 |
| <input type="checkbox"/> | CMS_1 | <input type="checkbox"/> | CMS_2 |
| <input type="checkbox"/> | LHCB_1 | <input type="checkbox"/> | LHCB_2 |

* default value

** can be set automatically, referring to user database

- Problem information – Part 1

Ticket mode public *private** (protected)

Date/Time of problem

Short Description

Description

Affected site (only T1's) MoU

* default value

- **Problem information – Part 2**

Command used

Error message

OS, Middleware

Type of problem

Upload attachment

Browse

Submit

- Will there only be one group to be informed?
- Is there always a 1 - 1 mapping of the ticket submitter to a VO-Group?

- **Who is allowed to submit such tickets?**
- **Shall they afterwards be visible for all supporters?**
- **Such tickets need to bypass TPM (as requested by ATLAS)!?**
- **What is the difference between these tickets and the tickets that will usually be raised by e.g. ATLAS shifters as protected tickets? Or are they the same?**
- **See also SL items**
<https://savannah.cern.ch/support/?103578> and
<https://savannah.cern.ch/support/index.php?103378>

- **Requirements for reporting**
- **Definition of "First Response" of site**
- **Definition of "Problem Resolved" by site**
- **Definition of "VO Confirmation"**
- **What about weekends, public holidays, etc.? Is there a 24*7 for these tickets on T1 level?**