



Enabling Grids for E-science

User and VO Support in EGEE

Dr. Torsten Antoni (FZK)

torsten.antoni@iwr.fzk.de

www.eu-egee.org



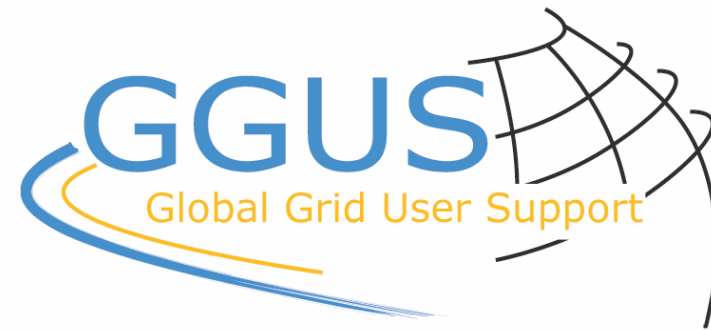
Information Society
and Media



- **User education**
- **Simple access to a broad range of information**
- **Application integration and support**
- **Day-to-day support for the users of grid data, compute, networking and VO specific services**

- **Distributed nature of the Grid** : experts located everywhere, sometimes in specific centres; spread of resources and services; different policies and laws
- **Variety of users** : beginners, system administrators, operators, network specialists, Virtual Organization communities
- **Variety of applications** : high energy physics, biomedical, earth observation, astrophysics, computational chemistry, etc

- **Global Grid User Support (GGUS) is the EGEE support infrastructure for Grid users, deployment and operation problems**
- **It does not substitute but integrate existing infrastructures and coordinates support efforts**



- **A single access point for support**
- **Correct, complete and responsive support**
- **A portal with a well structured sources of information and updated documentation concerning the VO or the set of services involved**
- **Tools to help resolve problems (search engines, monitoring applications, resources status, etc.)**
- **Integrated interfaces with other Grid infrastructures' support systems**



GGUS - /home.php - Mozilla Firefox

File Bearbeiten Ansicht Chronik Lesezeichen Extras Hilfe

https://gus.fzk.de/pages/home.php

Google

FAQ/Wiki · Documentation · Training · Contact · Masthead

Home · Submit ticket · Support staff

Welcome to Global Grid User Support

Tickets @ GGUS

- ▶ [Submit a new ticket](#) via browser
- ▶ [Submit a new ticket](#) via email

Tickets from Torsten Antoni (access via certificate)

ID	Status	Date	Info
▶ 13525	solved	2006-09-30	test of email features
▶ 13101	solved	2006-09-21	test
▶ 8599	solved	2006-05-15	Time Stamp Test
▶ 8595	solved	2006-05-15	TEST Ticket
▶ 5351	solved	2005-11-22	TEST Ticket
▶ 2599	solved	2005-05-23	SOD Handover Ticket
▶ 2509	solved	2005-05-17	SOD Handover Ticket
▶ 2424	solved	2005-05-10	SOD Handover Ticket
▶ 2166	solved	2005-04-16	SOD Handover ticket
▶ 2079	solved	2005-04-08	SOD Handover Ticket

▶ [Show all tickets](#) from Torsten Antoni (access via certificate)

Latest open tickets

ID	VO	Info
▶ 21805	none	CE failure on grid003.ft.uam.es (UAM-LCG2)
▶ 21804	none	CE failure on ce301.intercol.edu (CY-03-INTERCOLLE...)
▶ 21803	dteam	Security Service Challenge (SSC_2) for ROC_Italy/...
▶ 21802	none	CE failure on cms-eth0-1.kipt.kharkov.ua (Kharkov-...
▶ 21801	none	SE failure on se01-lcg.cr.cnaf.infn.it (INFN-T1)
▶ 21800	none	CE failure on lcgrid.dnp.fmph.uniba.sk (FMPh-UNIB...

Latest news

News from FZK 2007-05-10 08:41 UTC

- ▶ No access to MSS (tape) on 15 May 2007 from 10:00-14:00 (CET)

News from FZK 2007-04-13 10:51 UTC

- ▶ Announcement of the *5th International GridKa School - Grid Computing and e-Science* at Forschungszentrum Karlsruhe, Germany (Sept. 10-14, 2007)

News from GGUS 2007-02-12 14:37 UTC

- ▶ Bug in GGUS email engine

▶ see also news at CIC-Portal

GGUS development plans

- ▶ Description of development procedures
- ▶ Submit a request for a new feature to GGUS
- ▶ Browse current open features
- ▶ Plans for upcoming releases
- ▶ Ongoing worklist & Release Notes

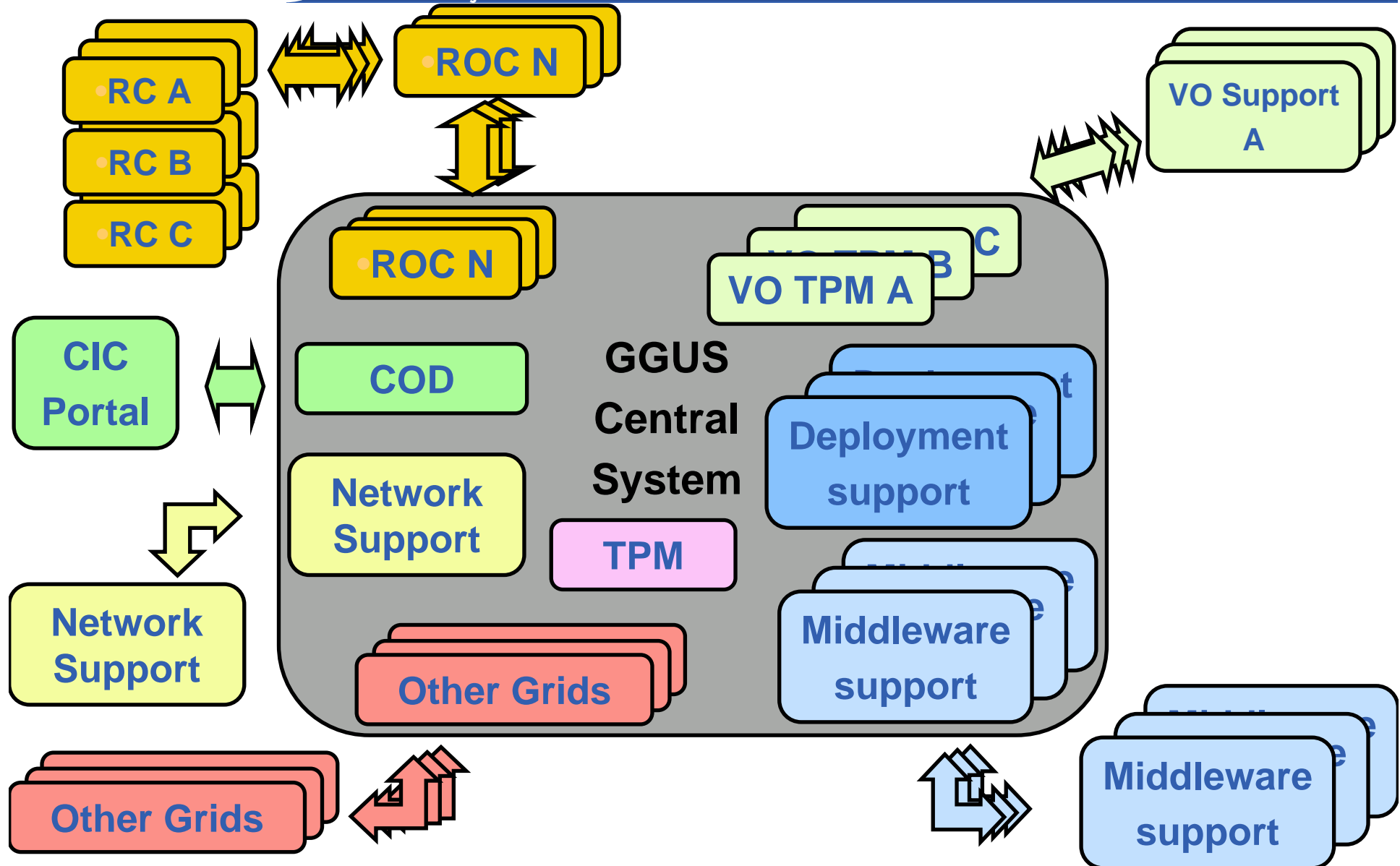
GGUS Search

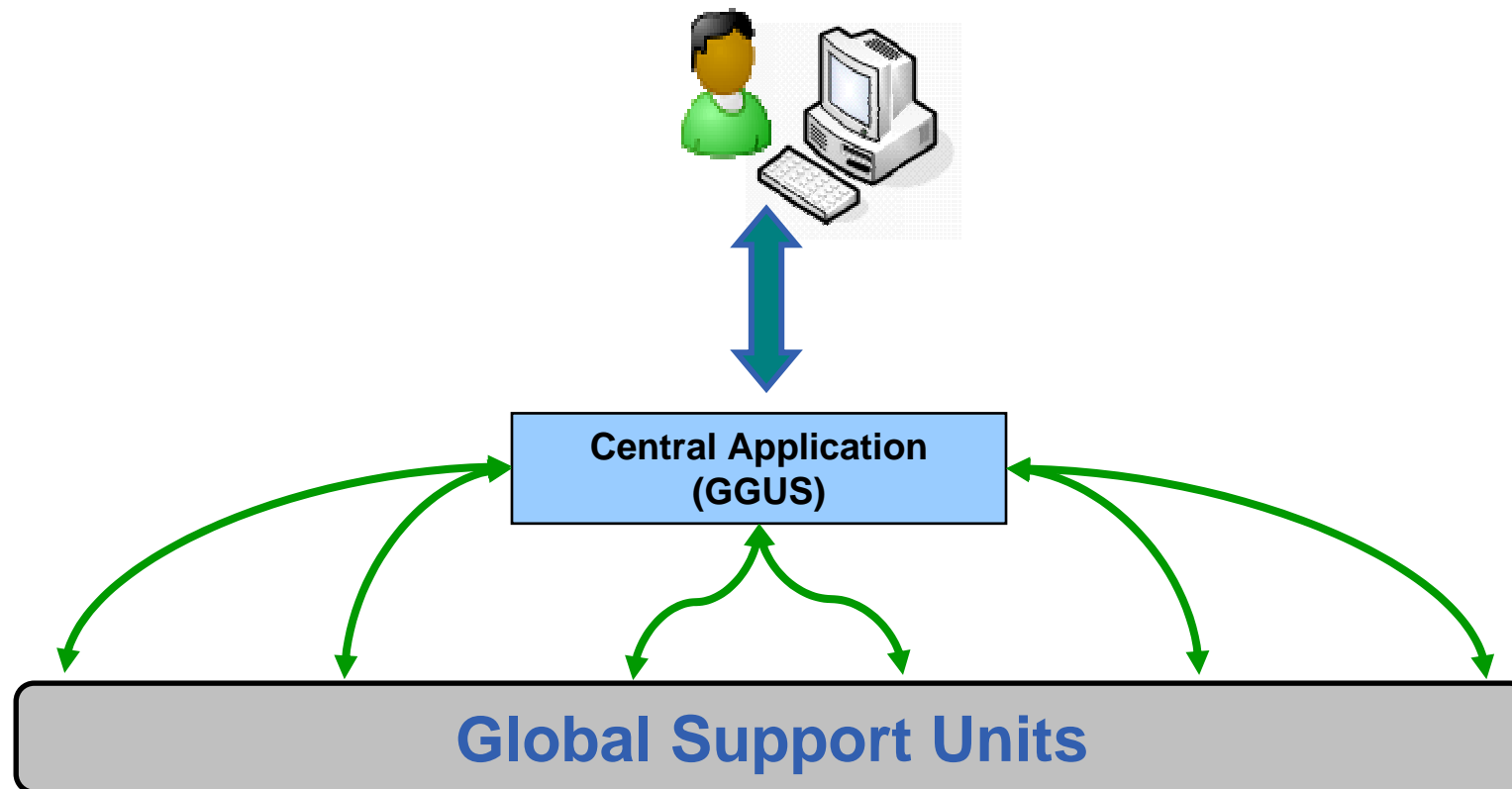
Grid Web Search

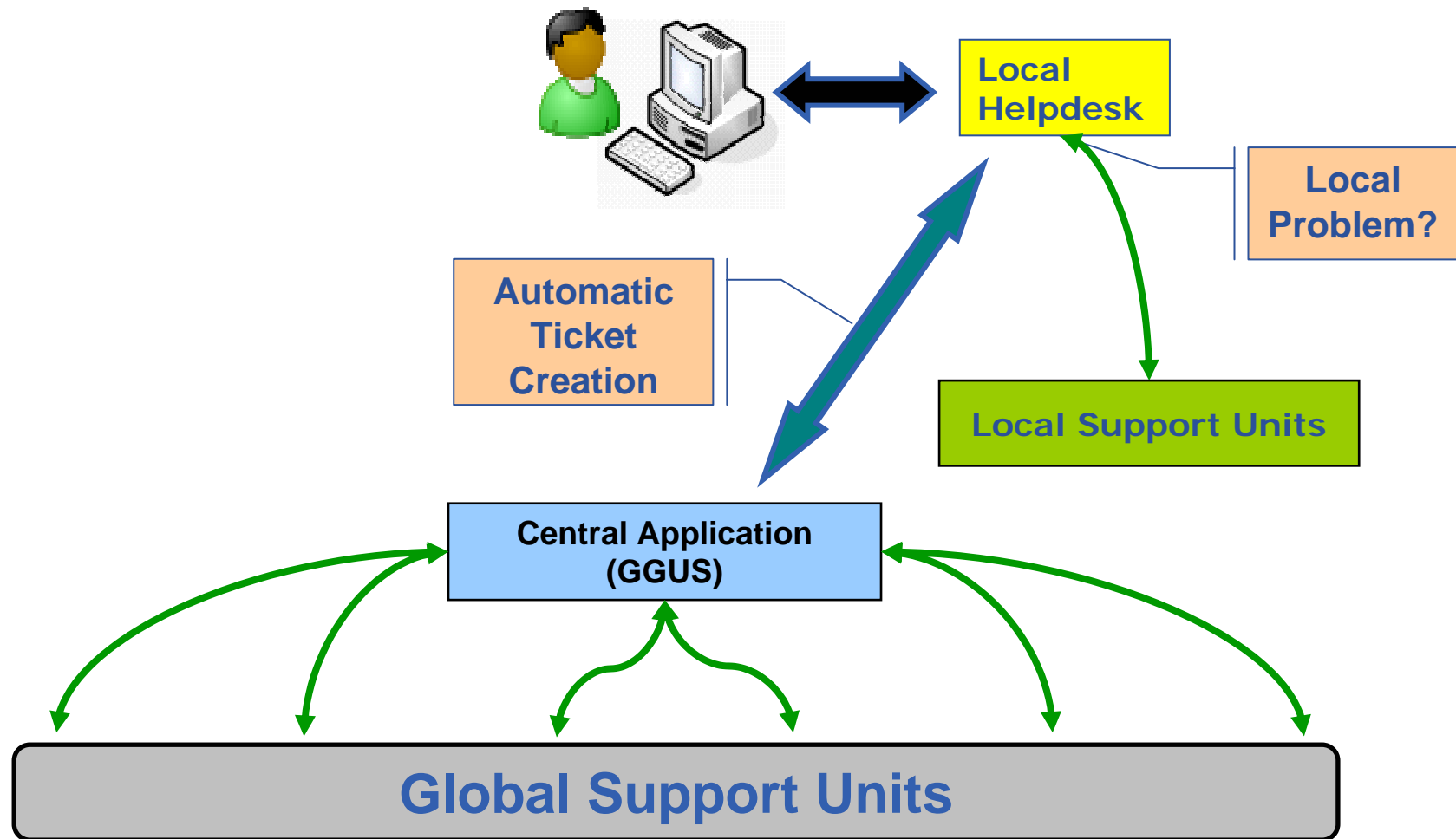
▶ [GGUS-Knowledge-Base](#) u.c.

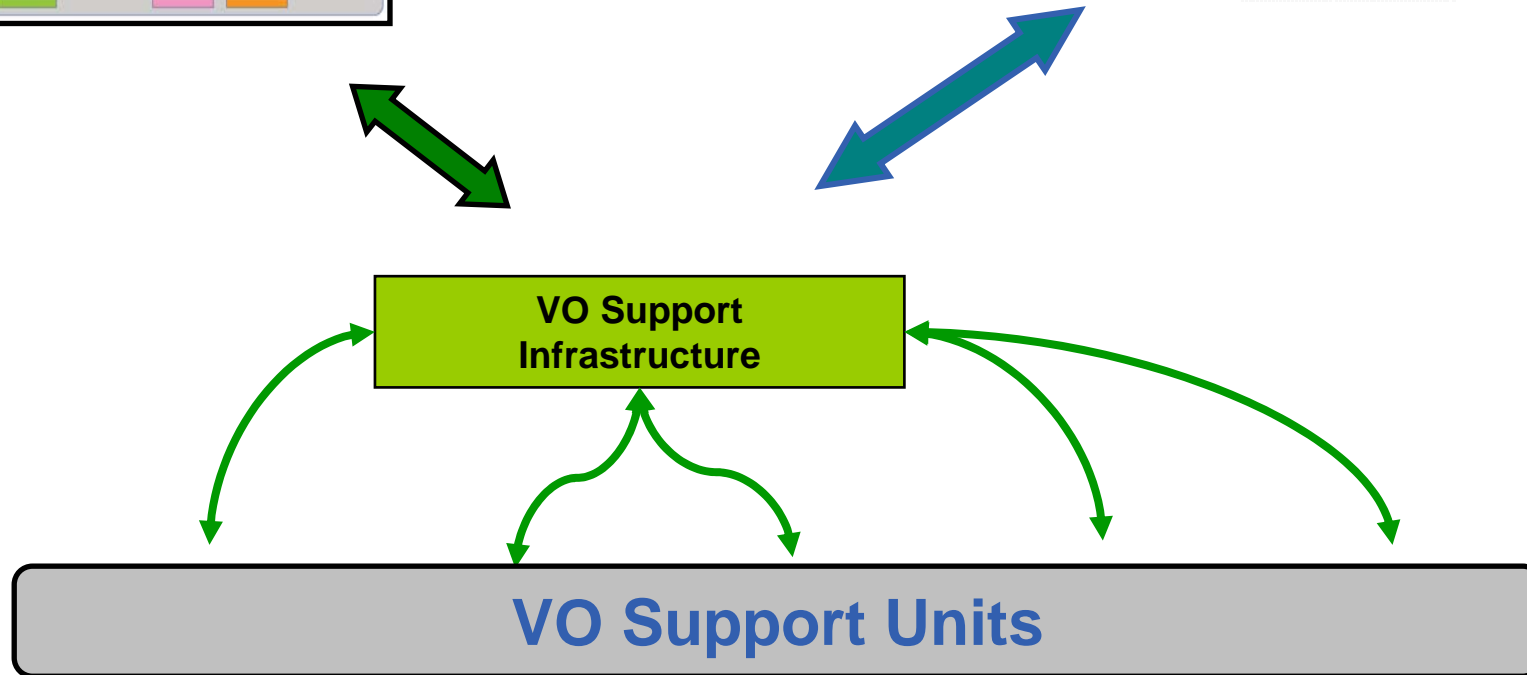
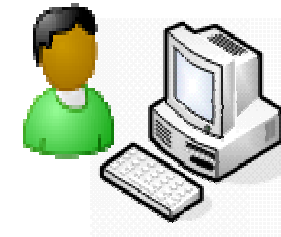
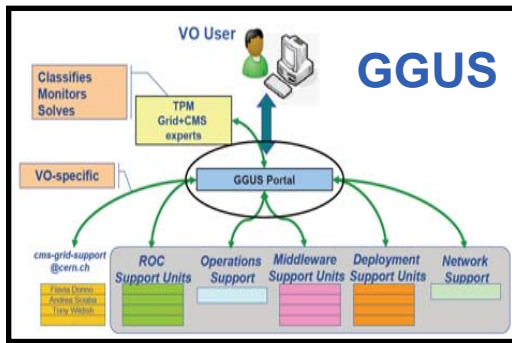
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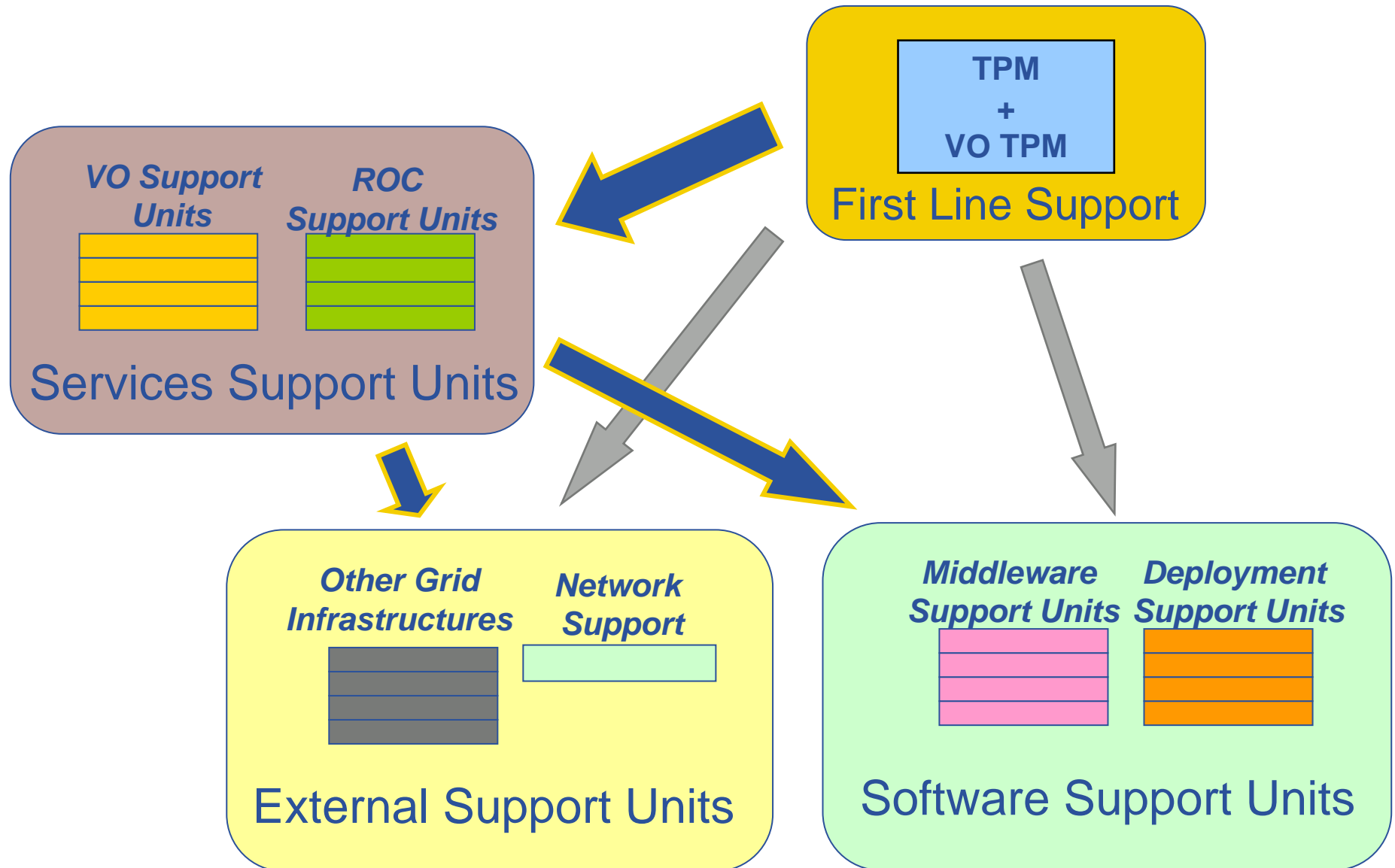
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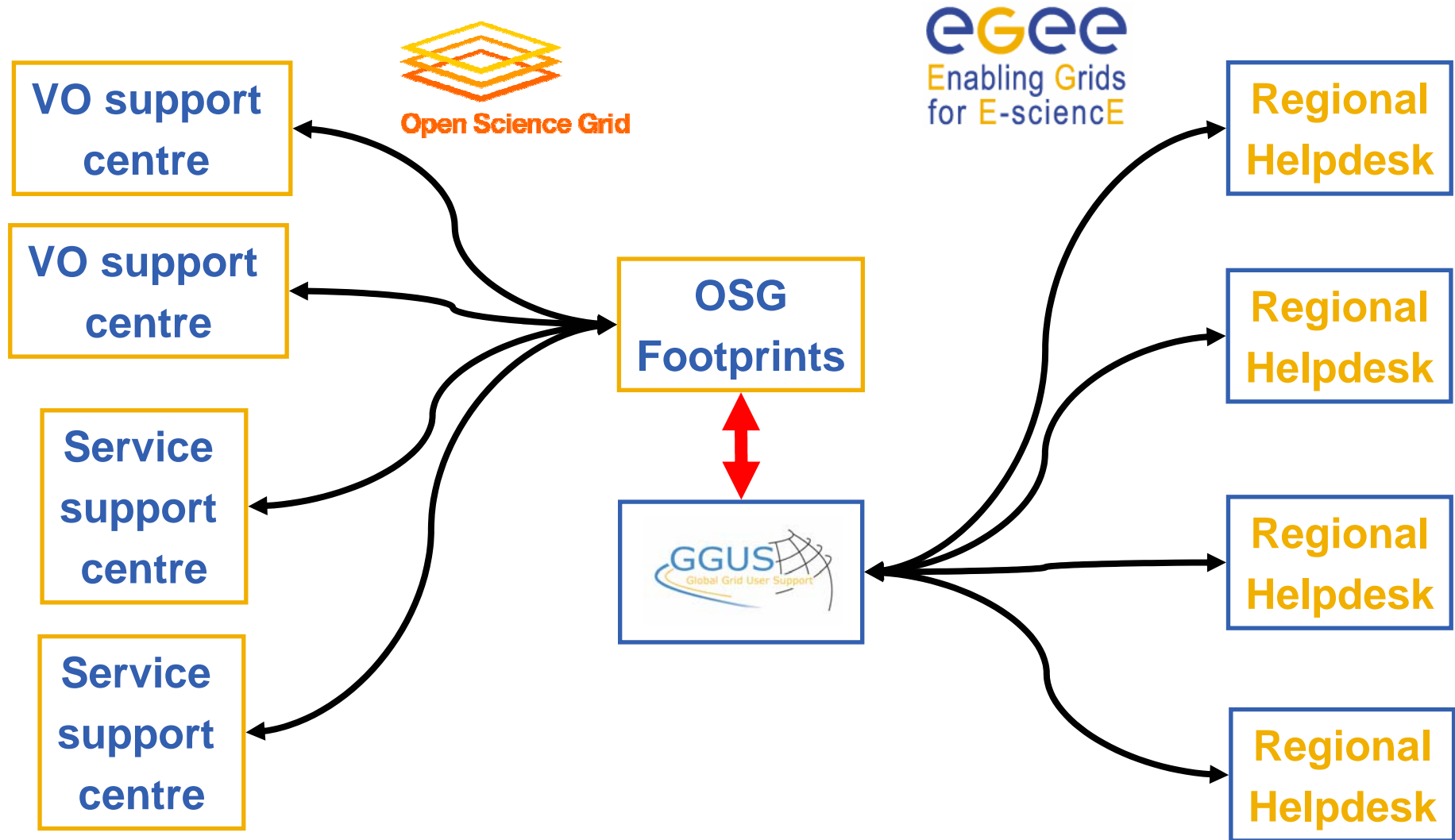












- **GGUS provides an entry point for reporting problems and dealing with the grid**
- **GGUS offers a portal where users can find documentation, and search engines to find answers to resolved problems**
- **Solutions are stored in GGUS and Wiki pages are compiled for frequent or undocumented problems/features**

- **GGUS offers hot lines for users and supporters and a VRVS chat room for supporters**
- **GGUS is interfacing other grids' support infrastructures**
- **GGUS is used for daily operations to monitor the grid and keep it healthy**
- **Information on VOs options in dealing with GGUS is included in the VO registration procedures**

- **Involve more partners in support**
 - **Share the workload**
 - **Spread the knowledge**
- **Improve supporters responsiveness**
 - **Training**
 - **Raise awareness for support issues**
 - **More resources (more supporters)**
- **Improve usability**

- **Improve accuracy of answers and solutions**
 - Training
 - Monitor support groups' performance
- **Improve response times**
 - Training
 - Define SLAs together with operations
- **Keep the support infrastructure up to date**
 - Fill holes
 - Include new areas

- **Use knowledge management to improve the system**
 - automatic indexing of problem db, wikis, documents
 - semantic search engine
 - automatic solution suggestion
- **Better integrate GGUS with the VO user support**
 - GGUS for VOs is just a small part of their overall user support
 - It is mainly used by experts
 - Better problem classification
 - Faster problem resolution
 - Vital for scalability of the infrastructure

- **Held 1-2 March 2007 at Forschungszentrum Karlsruhe**
- **Participation from several VOs of all sizes
(CMS, Alice, Biomed, ESR, Compchem, VOCE, Auger, ...)**
- **Presentation about GGUS**
- **Presentations about the VO support structures**

- **Getting to know the VO people working in support**
- **Better understanding of how the VO run their user support**
- **Being told what we could do better,** and of course we wouldn't mind if you told us what we've done right 😊
- **Finding ways to improve the overall user support**

- **Get to know EGEE user support**
- **Find out how other VOs do support**
- **Understand GGUS internal workflow**
- **Find common issues between VOs**

- **GGUS for big VOs is just a small part of their overall user support**
- **It is mainly used by VO experts**
- **Interest in having an interface between VO user support and GGUS**
- **All VOs filter user requests before they reach GGUS**
- **VO customised Portals**
- **Ways VOs interface GGUS**
 - **manually**
 - **e-mail**
 - **ticket system interface**

