

GGUS & EOSC Helpdesk

Günter Grein, Pavel Weber, Andreas Petzold

Steinbuch Centre for Computing



GGUS History

- **April 2004**: first version of GGUS online
- GGUS = **Global** Grid User Support
 - Helpdesk for the world wide LHC community
- **2010: xGUS** implemented and presented on EGI Technical Forum
 - Lightweight ticketing system for small NGIs (NGI = National Grid Initiative)
 - interfaced with GGUS
 - Low administration effort
 - Customization for logos, support groups and email addresses
- Basic ideas of **GGUS and xGUS**:
 - Offers collaboration for various teams and groups
 - **Flat hierarchy and permissions**: everybody can see everything
 - **Common source code** for both GGUS and xGUS

GGUS Access Models

- Original
 - Only for registered users of **WLCG**: Username/password & **X509**
 - **Support role** allows modification of any ticket
 - Support role **granted manually** by GGUS team
- **Adaption** to the needs of **EGI**
 - Mail2Ticket for several support units
 - Support units added/removed
 - VOs added/removed
 - DMSU
- Access via **EGI AAI**
 - Grant support role via entitlement of EGI AAI

GGUS Interfaces

- GGUS retrieves data from
 - GOC DB
 - OIM/OSG
 - WLCG VO feeds
 - VOMS (WLCG and Biomed)
- Ticketing systems
 - CERN Snow
 - NGI_CZ RT (including PERUN)
 - NGI_PL RT
 - ROC_Russia
- Operations Portal
- Others
 - dCache
 - Various dashboards

GGUS Numbers

- **146k tickets** (March 2020)
- 470 new tickets per month
 - **60% WLCG** scope
 - 40% EGI scope
 - 73% of ticket submitters belong to WLCG VOs
 - 50% CMS, 38% ATLAS, 11% LHCb, 1% ALICE
- 24% of ticket submitters don't provide any VO information
- 3% of ticket submitters belong to miscellaneous VOs

Users and permissions	Total
Support permissions	940
Alarm permissions	75
Team permissions	249

■ Implementation

- PHP Frontend
- Commercial Remedy Backend
 - Dependency on commercial databases
- **Mostly frozen** with only small changes and additions

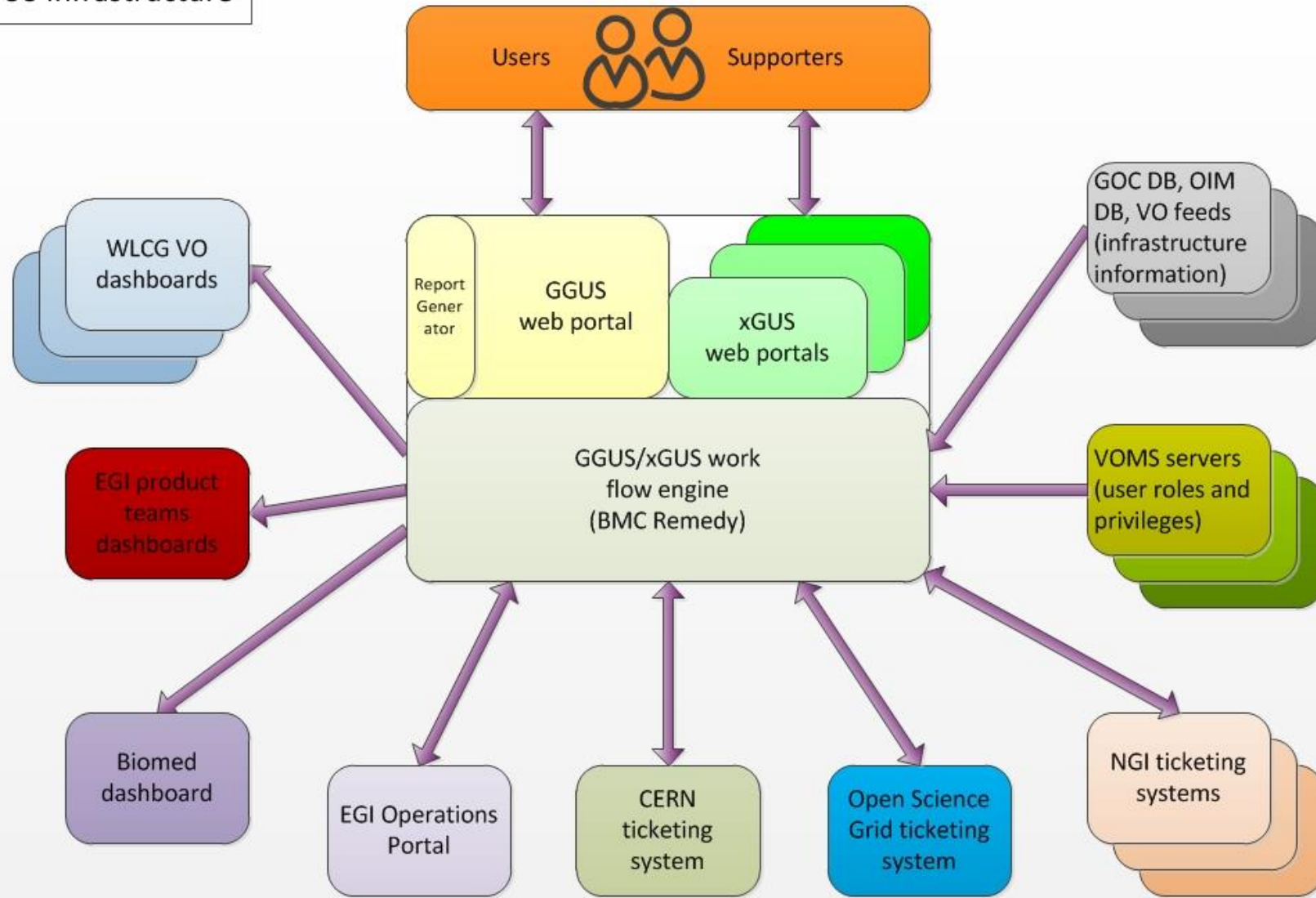
■ Operations

- Very successful since 2004
- Personnel **funded by GridKa Tier-1**
- **Additional personnel required for** large scale changes/complete **redesign**
 - Many feature requests had to be rejected/postponed

■ GGUS for WLCG & EGI before latest EOSC developments

- KIT is operating **GGUS for EGI**
- KIT committed to operate **GGUS for WLCG**
 - Not strictly tied to EGI using GGUS
 - >>1 year warning before shutdown

GGUS Infrastructure



The Future — EOSC Helpdesk

- **INFRAEOSC03** call
 - Submission deadline mid June 2020
 - Project start 2021, duration 30 months
- **EOSC Helpdesk** idea
 - **Unified** scalable **helpdesk**
 - Modern, user friendly interface
 - Quick integration with external helpdesks
 - Customizable workflows
 - Support of service management processes
- **KIT** considers to provide **EOSC Helpdesk**
 - Includes eventual **merge of GGUS into EOSC** Helpdesk
 - New platform: **OTRS** opensource + premium support/features
 - on-premise or as cloud solution running at ISO/IEC 27001 certified data center
 - OTRS already used as KIT-internal ticket system (25k students + 9k staff)

EOSC Helpdesk Rollout and Requirements

- Multi-step rollout process
 - **Preservation** of current **best practices and established procedures**
 - Focus on **transparent communication** of any change
 - Introduction of new features with possibility to rollback
- Challenge to coordinate multiple stakeholders , requirements and wishes
 - Contact **Pavel Weber for EOSC** related matters
 - Backlog of feature requests from **GGUS**: contact **Günter Grein**
 - **Prioritization will happen!**

Preliminary Timeline – Pending Funding Decision

- 2020
 - Prepare OTRS platform to be ready for project start
 - Collection and **prioritization of requirements**
 - **Acquire personnel**
- 2021++
 - **Migration of EOSC-hub Helpdesk**
 - Customization of new Helpdesk
 - Workflows, access privileges
 - Integration with EOS AAI
 - Integration with other helpdesk systems (EUDAT RT, EGI GGUS)
 - **Assessment** and validation of new Helpdesk
 - Not earlier than **second half of 2021**:
Introduction of test support units for **WLCG**, implementation of WLCG requirements and workflows, **pilot phase**
 - **Assessment** and validation of pilot phase
 - Upon successful validation migration of all units from GGUS to OTRS Helpdesk, while keeping the GGUS fully functional (or maybe r/o) for a few months.