LCG

Using GGUS to connect VOs, deployers and sites
https://twiki.cern.ch/twiki/bin/view/LCG/VoUserSupport

Grid Deployment Board Meeting

2007-12-05

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Current issues

- Thorough GGUS documentation review.

- New GGUS states as of Rel. 6.0, effective 2007-11-29.

- New helpful prompt for better GGUS ticket description as of GGUS Dec. Rel, planned for 2007-12-13.

- VO-ID→Yaim VO Configurator→VO config at the sites.

- Informing End Users about new gLite release changes.

- Communication channels we are using.

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GGUS documentation review

- Reviewing VO-related content with each VO individually.

- GGUS helps creating FAQs to avoid sending the same

  solutions in multiple emails. Simply open a ticket with your

  FAQ and click on "Add to wiki".

- ggus-info@cern.ch is seeking your input on use[ful|less]
  documentation on the GGUS pages.

New GGUS ticket states

- As of 2007-11-29 (GGUS Rel. 6.0) new ticket states:

  - "On-Hold" allows us to monitor configuration updates,

    sites or bugs stalled for a long time.

  - "Verified" allows users to decide on the quality of the

    solutions they received.

- More information in the Release notes:

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

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Better quality ticket submission

- <u>A prototype for comments</u> is available on the GGUS training system help users better describe the problem during GGUS ticket original submission.

- This will spare users and supporters from intermediate clarification exchanges.

- Your comments are valuable. Put them in <u>savannah ticket #102127</u> or send them to <u>ggus-info@cern.ch</u>

- The new GGUS ticket submission form with be effective on 2007-12-13, so please, comment now!

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Site config from the VO-ID card

- CIC developers' work [Improvements' list] facilitates VO-ID information maintenance by the right authority: the VO Admins.

- A Yaim VO configurator tool linked from the CIC portal takes the VO-ID card information to facilitate VO data configuration by the Site Admins.

- More on-going discussions for additional functionality, e.g.:

  - Gridmap file configuration data

  - Voms server DN/CA information

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New Grid software release info

- Service managers experience problems to communicate changes/known-issues coming with a release to end-users.

- Twiki pages on Release and Afs UI known issues are prepared for this purpose.

- Some supporters would prefer a new track in savannah instead. A prototype example was created.

- Discussed at the Oct 11 2007 ESC meeting with Atlas participation only [Agenda] They voted for a twiki.

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Efforts in communication

- With all Grid Sites, including OSG, weekly at the Operations' meeting.

- With ROCs, VOs and GGUS developers monthly at the ESC (Executive Support Committee). JOIN US!!

- With GGUS developers weekly in the Shopping List review that defines the content of the (monthly) GGUS Releases.

OSG-ROCs-GGUS interface

- Open GGUS tickets assigned to any ROC, including OSG, appear weekly in these reports: https://gus.fzk.de/pages/download_escalation_reports_roc.php

- They are discussed during the Grid Operations' Meetings on Mondays around 4:30 pm. Example: http://indico.cern.ch/conferenceDisplay.py?confId=20895

- Rigorous ticket progress analysis is recorded in http://goc.grid.sinica.edu.tw/gocwiki/TPM_monitoring_reports and reported to all ROC managers' meetings.

- A rich report selection is made available on our request by the GGUS developers under: https://gus.fzk.de/pages/download_escalation_reports.php

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Conclusions

- As long as GGUS is yet-another-ticketing-system, users and supporters will neglect it.

- Grid success depends only on the quality and usability of its middleware.

- Our effort is to use the inter-connections between parties involved and discover patterns that will lead to process improvement.

- GGUS is the tool that offers such data. Its usage is in everyone's interest. GDB December 2007   Thank You!