



# Task SA1.5

## User Support

27 May 2010

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## Overview

### Task SA1.5

- organises
  - *third level support of EGI*
  - *first level support for EMI*
  - *escalation procedures*
- ensures
  - *timely solution of tickets*
  - *communication with product teams / middlewares*
- provides
  - *statistics on ticket processing in relation to SLAs*
- sets up
  - *relation with user support channels from PRACE and VRCs*

## Contributors to SA1.5

Task leader:

- JUELICH (Mathilde Romberg, Rebecca Breu)

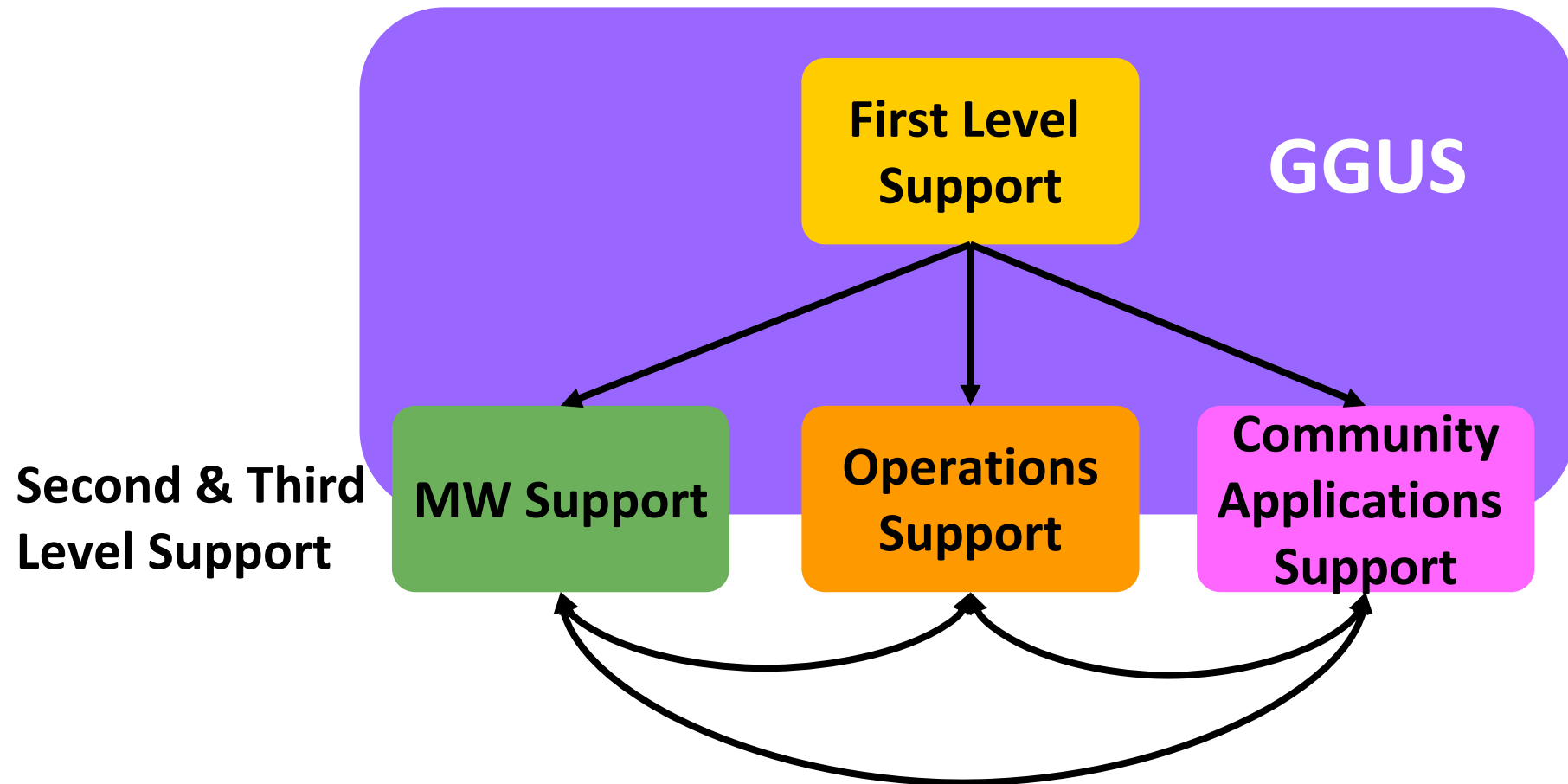
Task members:

- all partner

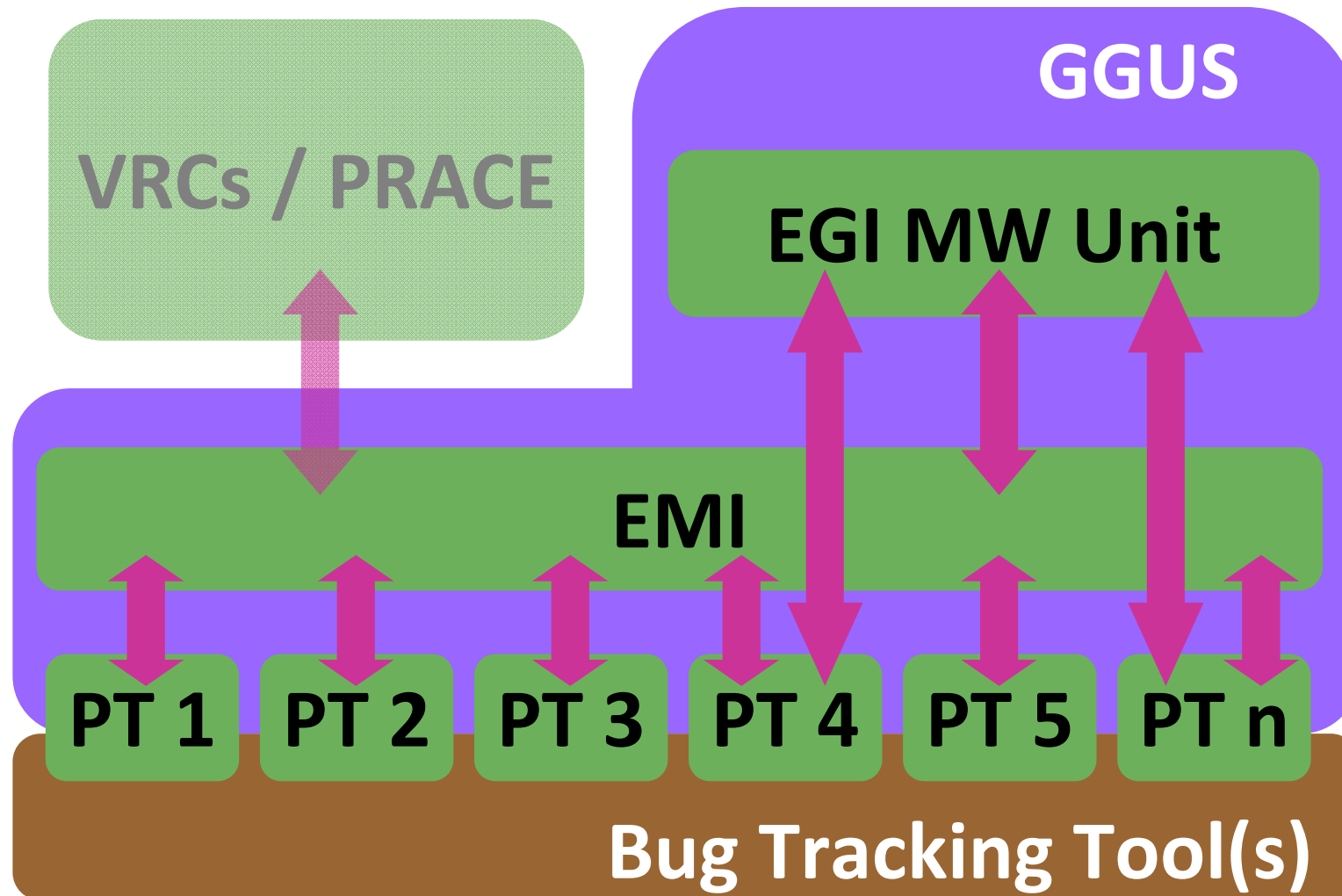
Main task of partners:

- user support for incidents assigned to EMI in GGUS
- shifts will be introduced to watch over tickets

## Organisation of User Support - EGI View



## Organisation of User Support – EMI View



## Support Teams

Each product team and each middleware must have a support team

These have to

- Create a mailing list to which all ticket notifications will be sent  
Please make sure that [helpdesk@ggus.org](mailto:helpdesk@ggus.org) and [support@ggus.org](mailto:support@ggus.org) are allowed to post
- Tell all members of this mailing list to use a valid grid certificate and to register as support staff at [https://gus.fzk.de/admin/get\\_account.php?accounttype=support](https://gus.fzk.de/admin/get_account.php?accounttype=support)
- Submit a request either at <https://savannah.cern.ch/support/?group=esc> or in a GGUS ticket
- Fill the 1800\_FAQ\_for\_TEMPLATE available at <https://gus.fzk.de/pages/docu.php#support> and attach it to the submitted request mentioned above

## Open Questions

- What are the ticket systems used by the middlewares and product teams?
- Could these be reduced to a small set of systems?
- Ticket systems must interface to GGUS, or PTs have to interface manually between GGUS and their bug tracker  
... not well suited for large numbers of tickets

## Next Steps

- Set up of GGUS for EMI and product teams
- EMI-on-Duty e-mail address @eu-emi.eu
- Define monitoring and escalation procedure with respect to SLAs