



CERN Grid Storage Systems Deployment (GSSD)
6th November 2007

www.cern.ch/lcg

Organization of Storage Support through GGUS



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Outline

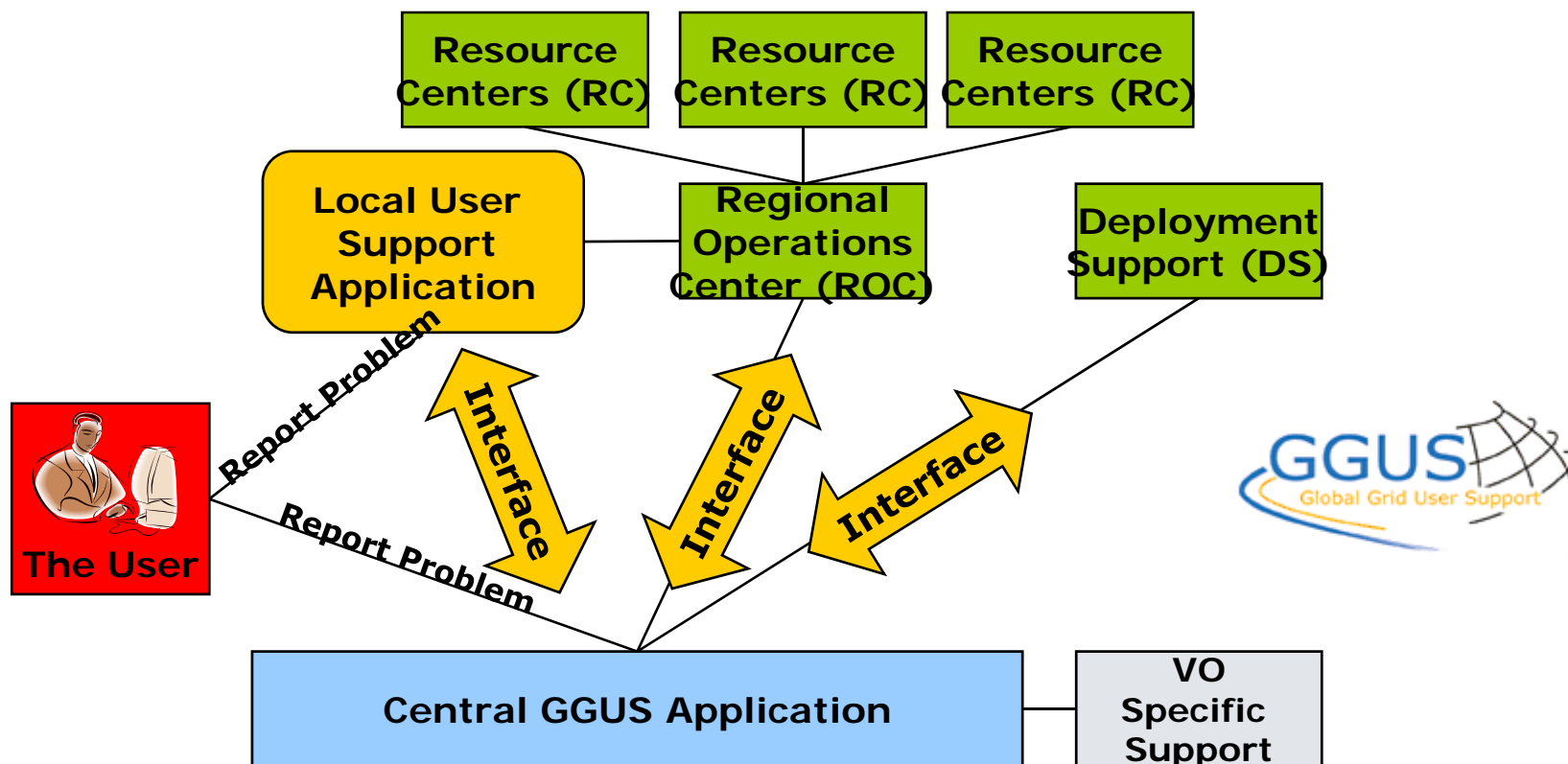


- The **GGUS** infrastructure
- How it works
- What are the current **Storage Support Units**
- Who are the supporters and what do they need to do ?
- What is missing ?
- Conclusions

WLCG User Support infrastructure



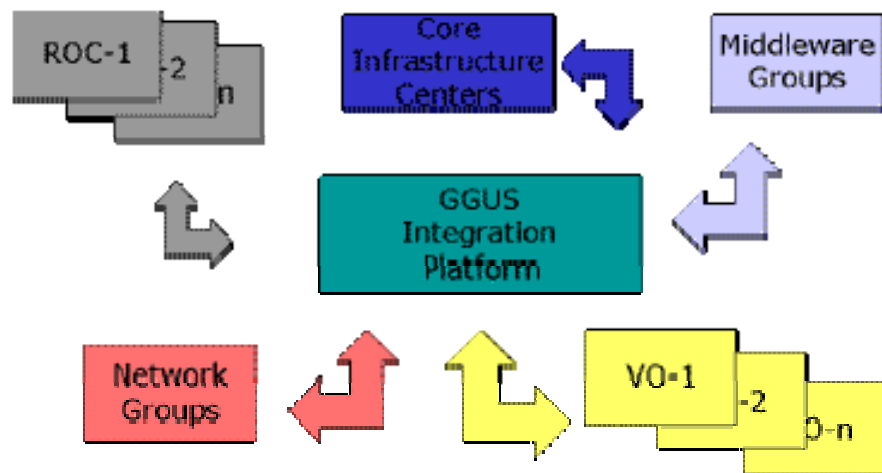
■ The support model in EGEE can be captioned "regional support with central coordination". Users can make a support request via their Regional Operations' Center (ROC) or their Virtual Organisation (VO). Within GGUS there is an internal support structure for all support requests.



WLCG User Support infrastructure



● The ROCs and VOs and the other project wide groups such as the Core Infrastructure Center ([CIC](#)), middleware groups ([JRA](#)), network groups ([NA](#)), service groups (SA) are connected via a central integration platform provided by GGUS.



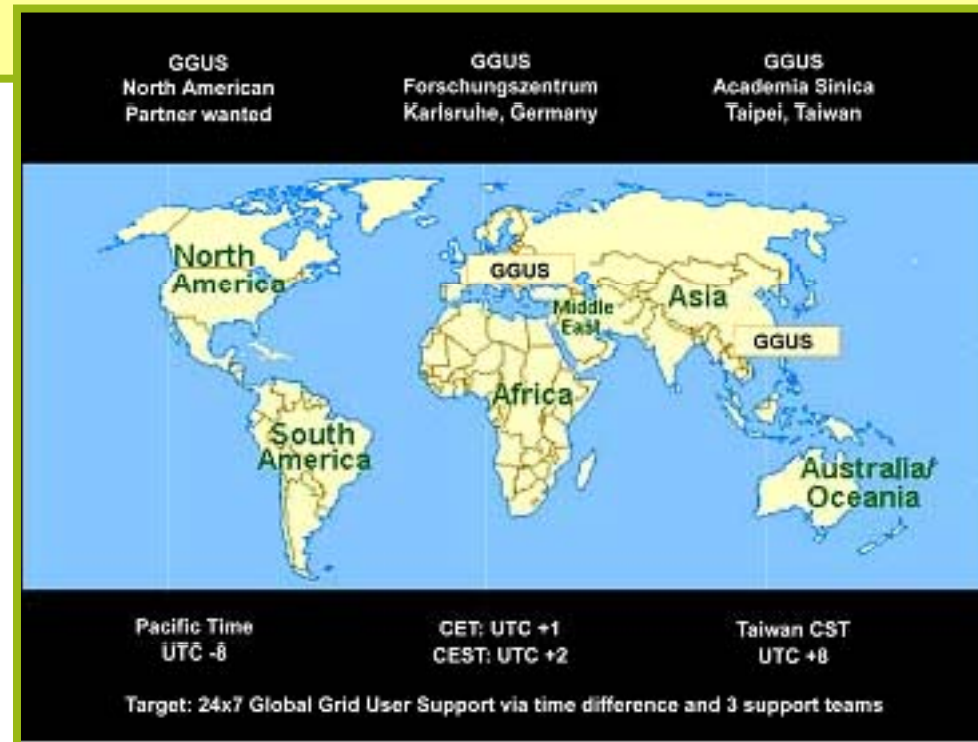
● This central helpdesk keeps track of all service requests and assigns them to the appropriate support groups. In this way, formal communication between all support groups is possible. To enable this, each group has built only one interface between its internal support structure and the central GGUS application.

WLCG User Support infrastructure: a distributed center

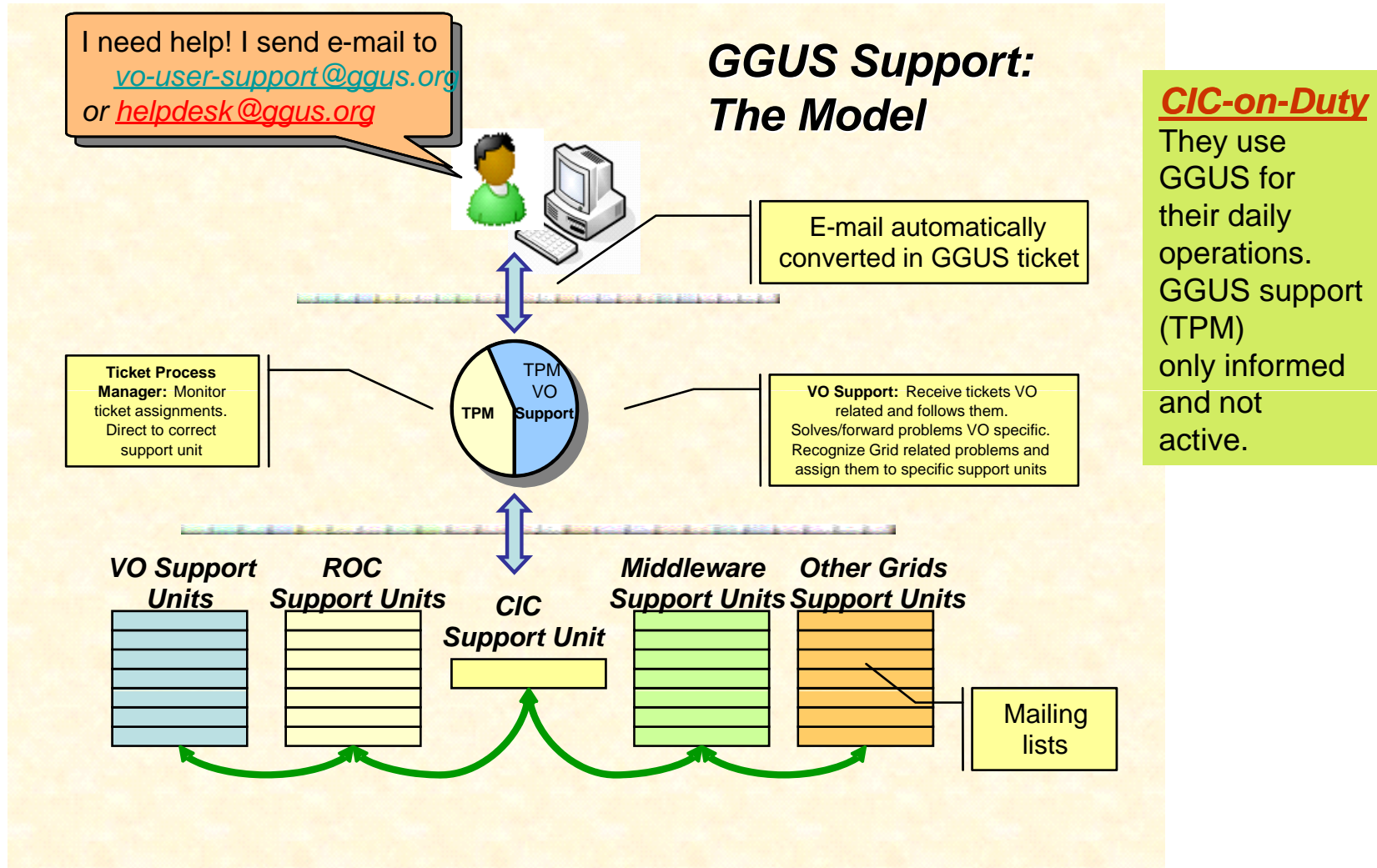


General idea: 3 main support centers to guarantee coverage and provide a single point of contact to customers and to local Grid operations. Also for resilience to failure.

It was decided to have 3 GGUS teams in different time zones. GGUS started off at [Forschungszentrum Karlsruhe](#) in Germany in 2003 and has had a partner group at [Academia Sinica](#) in Taiwan since April 2004. A third partner in North America would be desirable.



How it works



GGUS Support: The Model

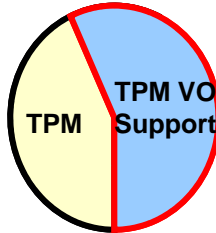


I need help! I send e-mail to
vo-user-support@ggus.org



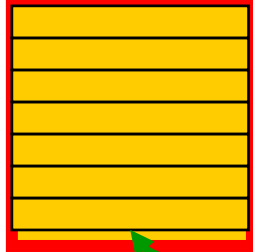
E-mail automatically converted in GGUS ticket.
*Can be addressed to TPM
VO only, or TPM only, or
to both*

Ticket Process Manager: Monitor ticket assignments. Direct to correct support unit. Notify users of specific actions and ticket status

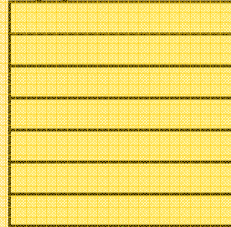


TPM VO Support: People from VOs. Receive tickets VO related and follow them. Solve/forward VO specific problems. Recognize Grid related problems and assign them to specific support units or back to TPM

VO Support Units



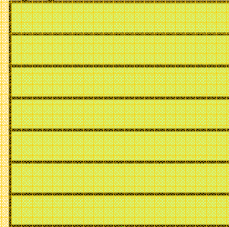
ROC Support Units



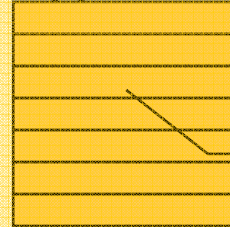
CIC Support Unit



Middleware Support Units



Other Grids Support Units



Mailing lists

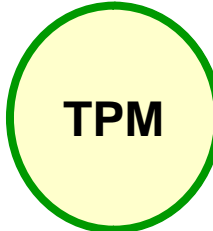
GGUS Support: The Model



I need help! I send e-mail to helpdesk@ggus.org

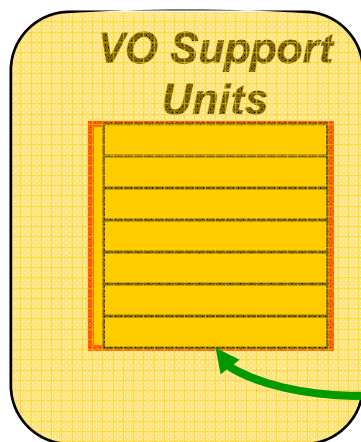


E-mail automatically converted in GGUS ticket

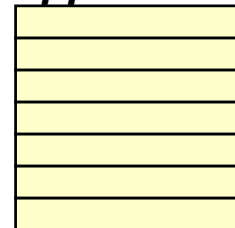


Ticket Process Manager: Grid Experts. Monitor ticket assignments. Direct to correct support unit. Notify users of specific actions and ticket status

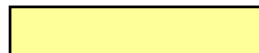
VO Support: People from VOs. Receive tickets VO related and follow them. Solve/forward VO specific problems. Recognize Grid related problems and assign them to specific support units or back to TPM



ROC Support Units



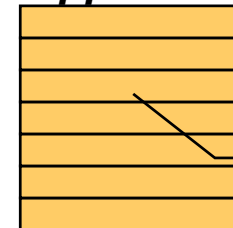
CIC Support Unit



Middleware Support Units



Other Grids Support Units



Mailing lists



What Services are provided to users



<http://www.ggus.org>

A screenshot of the Global Grid User Support (GGUS) website displayed in a Mozilla browser window. The browser title is "GGUS - Global Grid User Support - Mozilla". The address bar shows "https://gus.fzk.de/pages/home.php". The website header includes navigation links: "FAQ/Wiki · Documentation · Contact · Masthead". Below the header is a banner with the GGUS logo and the text "Home · Submit ticket · Support staff". The main content area is titled "Welcome to Global Grid User Support" and is divided into several sections:

- What is GGUS?**: A section with a link to "Read more about the idea and the concept of GGUS".
- Tickets @ GGUS**: A section with links to "Submit new ticket" and "new: Create ticket using the email-interface. Find details here".
- Tickets from Flavia Donno (access via certificate)**: A list of tickets with columns for ID, Status, Date, and Info. The list includes tickets 4274, 4209, 4173, 4109, and 1907.
- Open tickets of all users**: A table listing open tickets with columns for ID, VO, Date, and Info. The table contains 15 rows of ticket data.
- Latest news**: A section with links to "News from GridKa" and "New batch queues", and a link to "see also news at CIC-Portal".
- Monitoring Infos**: A section with links to "CIC-Portal", "GOC Downtime Report", "GOC Grid Monitoring", "Grid-ICE", and "Jobstatus GridKa".
- GGUS Search**: A search box with the text "GGUS Search" and a "Search" button. Below the search box are links to "GGUS-Knowledge-Base u.c.", "Documentation", and "GGUS-FAQ - Wiki pages".

[Updated documentation](#)

[Browseable tickets](#)

[Search through solved tickets](#)

[Useful links \(Wiki FAQ\)](#)

[Latest News](#)


[Problem submission via Web Portal and e-mail](#)

[GGUS Search Engine](#)

What are the current Storage Support Units ?



FAQ/Wiki · Documentation · Training · Contact · Masthead



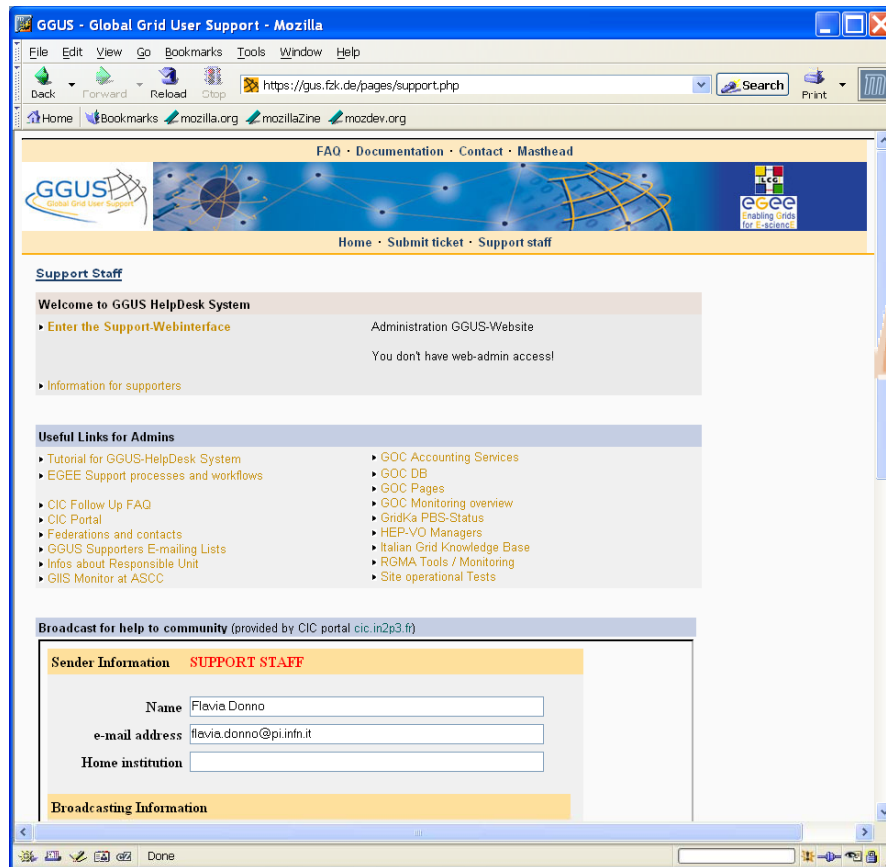

Home · Submit ticket · Registration · Support staff

Responsible Units

(A) - automatic helpdesk system
(X) - XML Format
(H) - mail address read by humans

Responsible Unit	Link to FAQ		E-Mail Address
AMGA		(H)	support-amga@cern.ch;Nuno.Santos@cern.ch;Birger.Koblitz@cern.ch
<u>APEL</u>	▶ FAQ	(H)	apel-support@listserv.cclrc.ac.uk;egee-admin@cesga.es
<u>Accounting Policies</u>	▶ FAQ	(H)	gridsecurity@cnaif.infn.it;egee-admin@cesga.es
<u>CIC Portal</u>	▶ FAQ	(H)	cic-information@in2p3.fr
<u>COD</u>		(H)	project-eu-egee-sa1-cic-on-duty@cern.ch
<u>Castor2</u>	▶ FAQ	(A)	castor.support@cern.ch
<u>DGAS</u>	▶ FAQ	(H)	gridsecurity@cnaif.infn.it
<u>DPM</u>	▶ FAQ	(H)	hep-service-dpm@cern.ch
<u>Deployment</u>	▶ FAQ	(H)	deploy-grid-support@cern.ch
<u>Documentation</u>	▶ FAQ	(H)	documentation-grid-support@cern.ch
<u>FTS</u>	▶ FAQ	(H)	fts-support@cern.ch
<u>GLUE</u>	▶ FAQ	(H)	glue-grid-support@cern.ch

Who are the supporters and what do they need to do ?



- TPM, TPM VO, VO Support, Specialized Support, ROC, ENOC
- You need to **register** in order to be able to use the GGUS portal (**GSI** or password based)
- Documentation available documenting the duties of a supporter.
- TPMs perform shifts
- **Supporter ?** If you think you have a good knowledge in Grid Storage Management and have time to provide support, please contact ESC at:

To apply as a supporter:
<https://gus.fzk.de/admin/apply4staff.php>

project-eu-egee-sa1-esc@cern.ch

What is missing ?



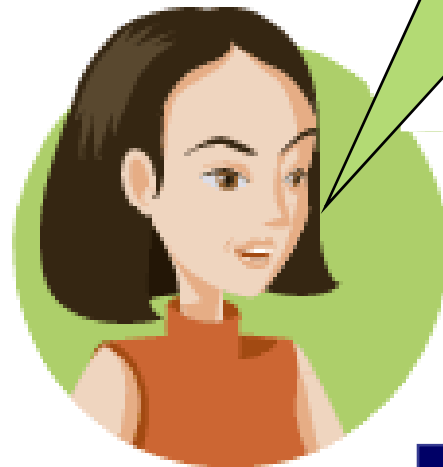
1. We need to identify second and third level support for Storage
2. Second level : experience site admins available to help others resolving problems related to a specific storage solution.
 - dCache-second-level-support@cern.ch ?
 - DPM-second-level-support@cern.ch ?
 - StoRM-second-level-support@cern.ch ?
 - Do we need a second level for CASTOR ?
3. Third level: identify a set of developers who looks after GGUS tickets assigned to the specific storage support unit
 - **CASTOR : OK**
 - **dCache : ??**
 - **DPM : OK**
 - **StoRM : ??**
4. What about site-admins forums for storage problem discussions ? Is the LCG-ROLLOUT list enough ?



And



Thank you!




CERN WLCG Grid Storage Systems Deployment



Organization of Storage Support Through GGUS

Flavia Donno
CERN/IT-GD

A diagram illustrating a grid storage system. It features a central globe with a network of lines connecting it to various server racks and storage units. A laptop is shown in the foreground, displaying a web interface. The entire scene is set against a light blue background.