CERN Grid Storage Systems Deployment (GSSD)
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www.cern.ch/lcg

Organization of Storage Support through GGUS

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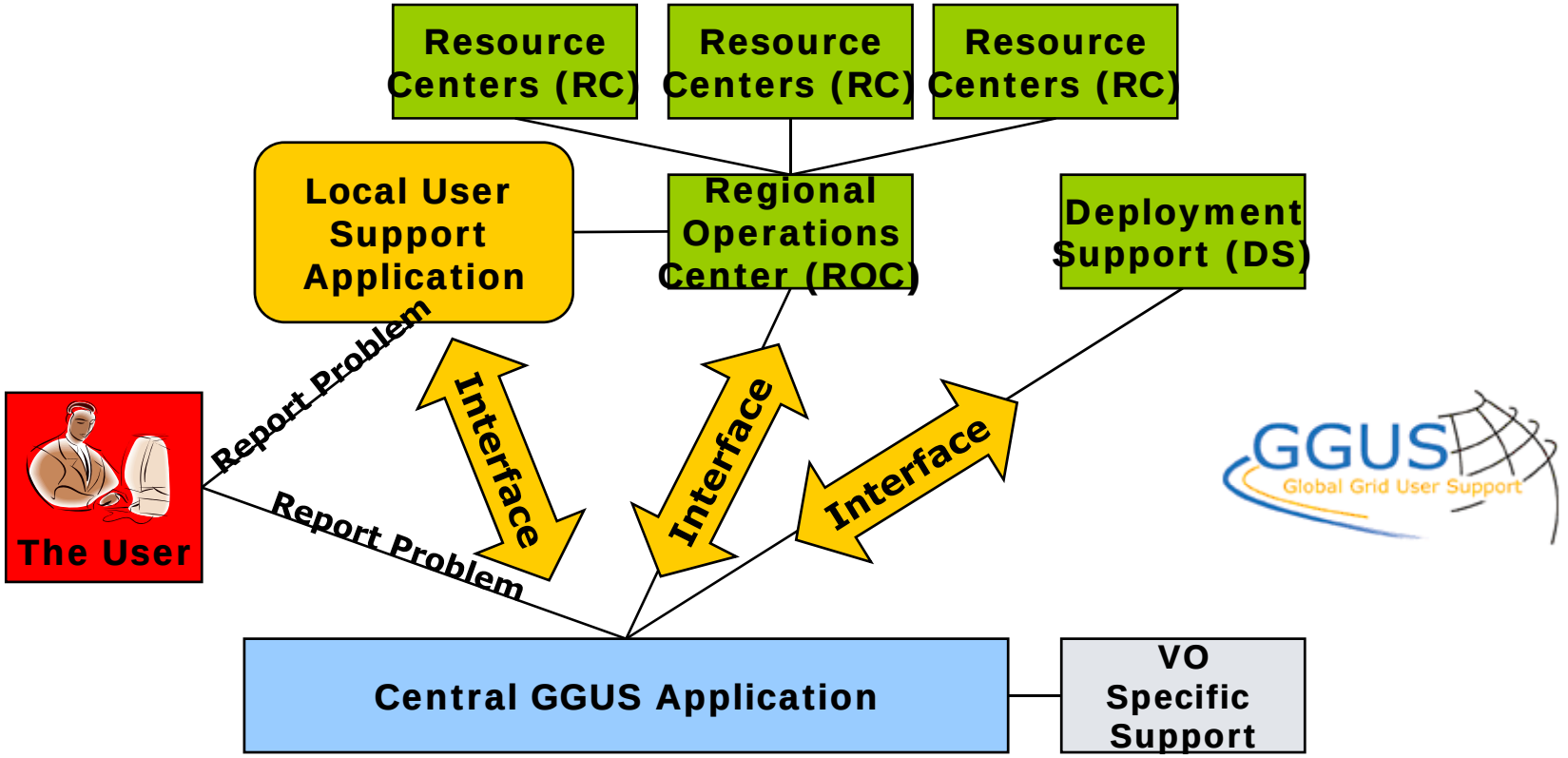
Outline

- 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

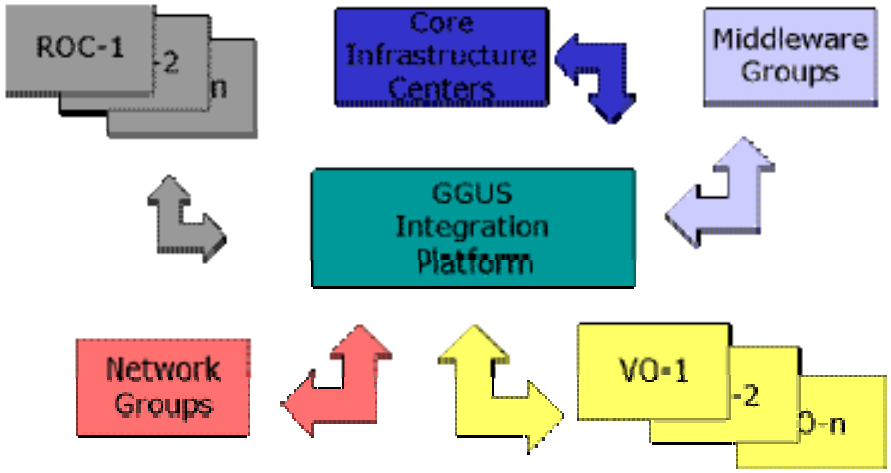
WLCG User Support infrastructure

- 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 (V0). 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.

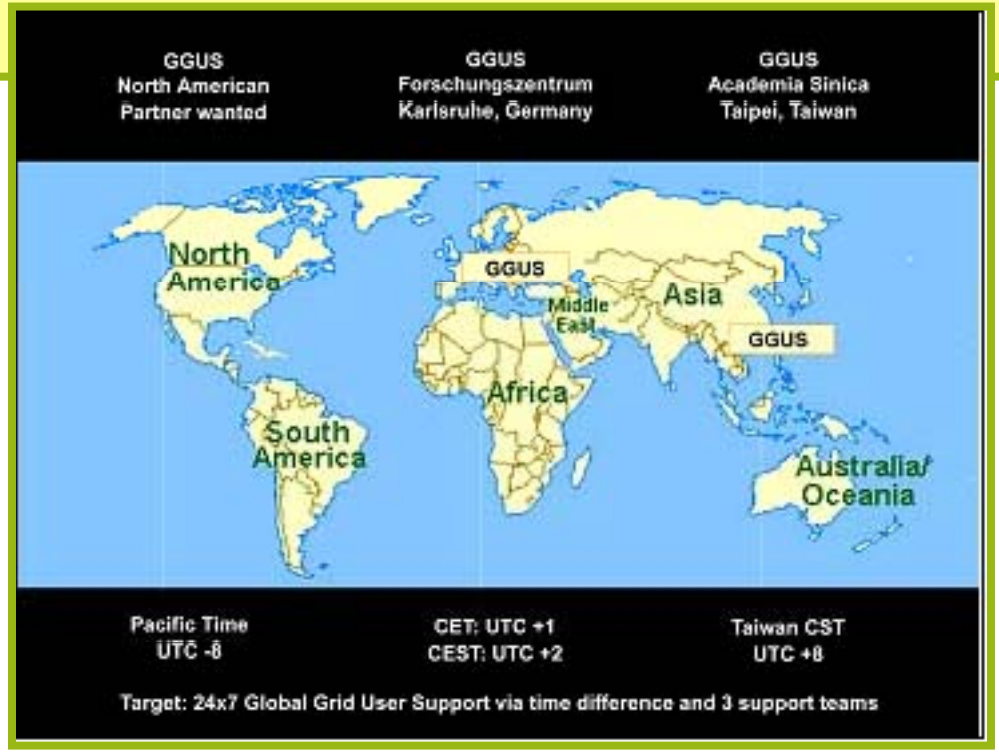


- This central helpdesk keeps track of all service requests and assigns them to the appropriate support groups. In this way, formal communication between all support groups is possible. To enable this, each group has built only one interface between its internal support structure and the central GGUS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

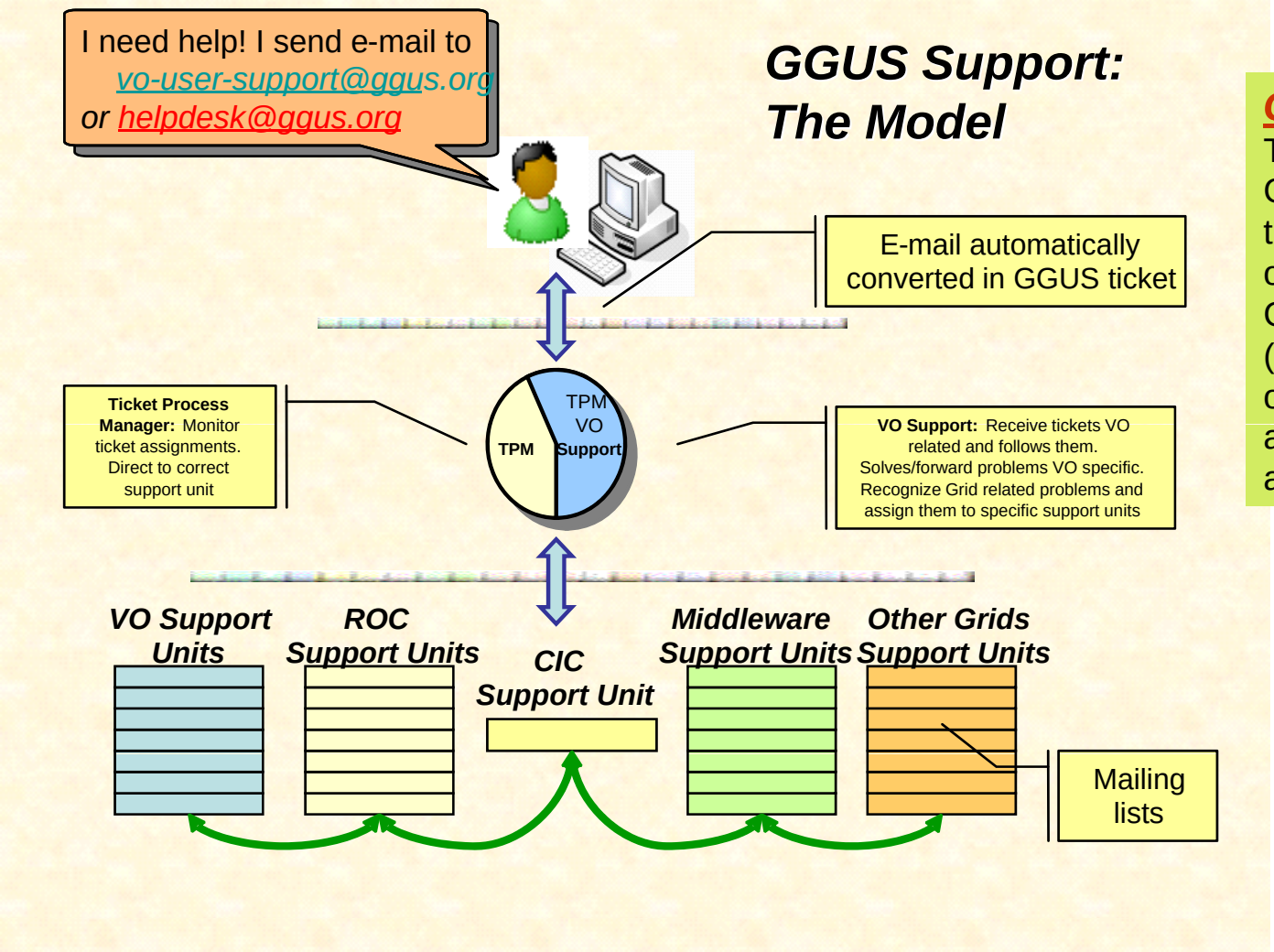
WLCG User Support infrastructure: a distributed center

- 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



CIC-on-Duty

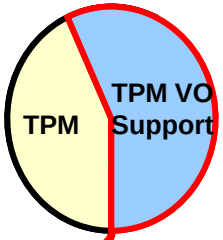
They use GGUS for their daily operations.
GGUS support (TPM) only informed and not active.

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

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

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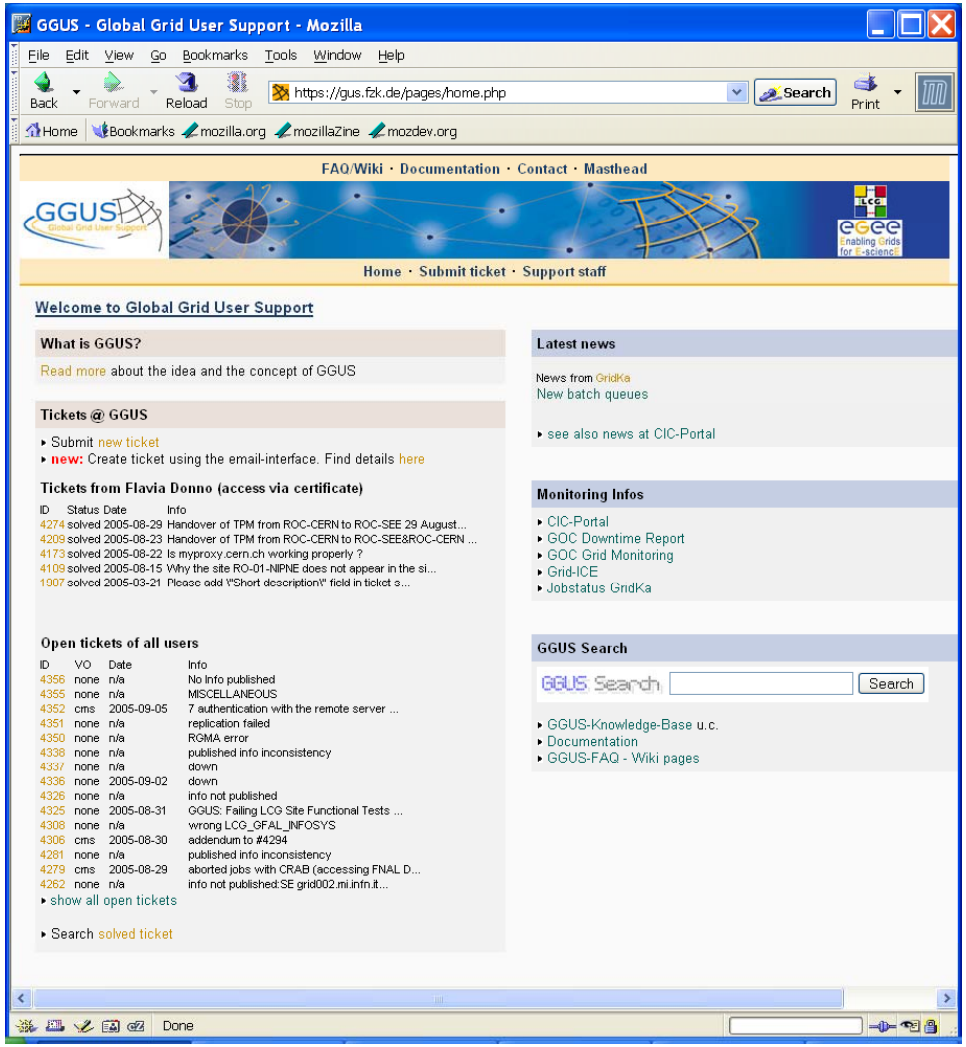
What Services are provided to users

http://www.ggus.org



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

GGUS Global Grid User Support

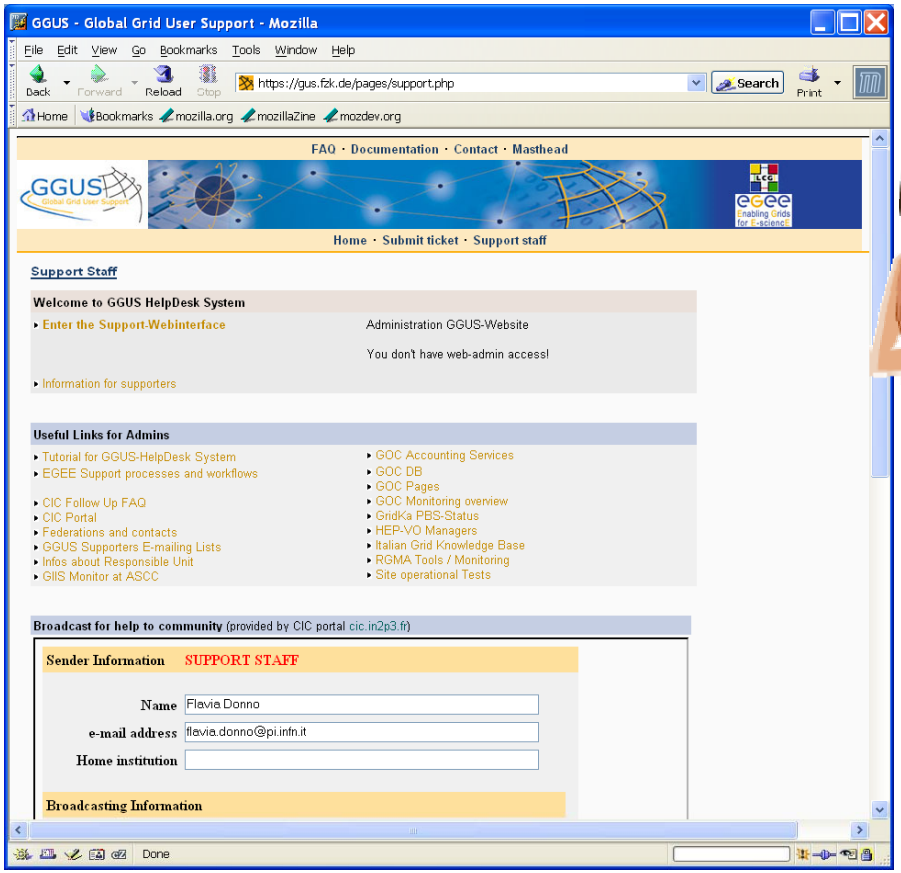
Home · Submit ticket · Registration · Support staff

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
APEL	▸ FAQ	(H)	apel-support@listserv.cclrc.ac.uk;egee-admin@cesga.es
Accounting Policies	▸ FAQ	(H)	gridsecurity@cnaf.infn.it;egee-admin@cesga.es
CIC Portal	▸ FAQ	(H)	cic-information@in2p3.fr
COD		(H)	project-eu-egee-sa1-cic-on-duty@cern.ch
Castor2	▸ FAQ	(A)	castor.support@cern.ch
DGAS	▸ FAQ	(H)	gridsecurity@cnaf.infn.it
DPM	▸ FAQ	(H)	hep-service-dpm@cern.ch
Deployment	▸ FAQ	(H)	deploy-grid-support@cern.ch
Documentation	▸ FAQ	(H)	documentation-grid-support@cern.ch
FTS	▸ FAQ	(H)	fts-support@cern.ch
GLUE	▸ 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:

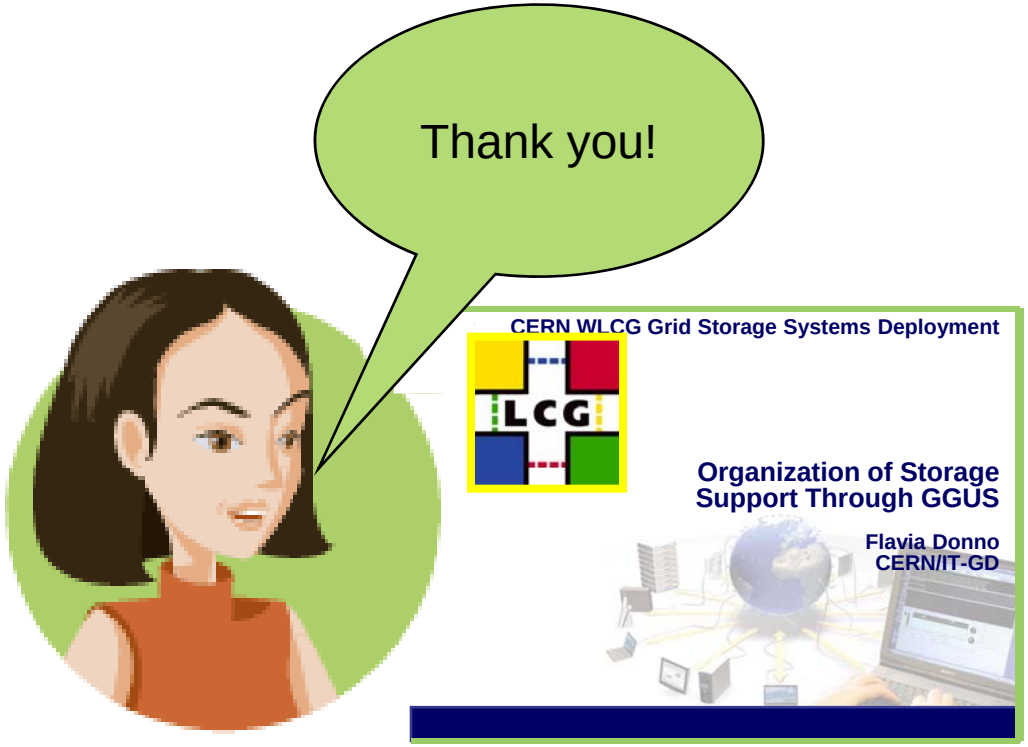
To apply as a supporter:
https://gus.fzk.de/admin/apply4staff.php

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!
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