DataGrid and CrossGrid Helpdesk

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Principles and Status of the DataGrid and the CrossGrid Helpdesks

Principles of Helpdesk

- User Support infrastructure allows
  - All users to get answers to their questions
  - Access to the up-to-date documentation of the 2 projects
- Users could be
  - Scientist using the Project Testbed
  - Local system administrator of a DataGrid/CrossGrid site
- Questions could be
  - All kind of questions related to the projects
    - Certificate questions
    - Installation questions
    - Use of the Grid (user command, administrator's site command,…)
    - Forgetting password
    - …

Principles of the Helpdesk

Question-Answer mechanism (1)

1. User searches his answer in the knowledge base
2. User sends his question by the WEB interface
3. The person of the user support team assigned to manage the flow of questions, add it into the knowledgebase and the question is assigned to a person of the User Support Team
4. The user receive an acknowledgement ticket with the question identifier

Principles of the Helpdesk

Question-Answer mechanism (2)

5. The person of the user support team assigned to this question add the answer into the knowledgebase
6. The user receive the answer by email
7. The user support team could have interaction with the user by the generic email address of the User Help Desk
8. To close the question user gives an acknowledgement

- In any case, the proposed solution will have to be tested by the user support team before being sent back to the user and updated in the knowledge base.

Unification of the DataGrid and the CrossGrid Helpdesks

Status of the DataGrid and CrossGrid Helpdesks

Common

CrossGrid

DataGrid

- Common proposal with CrossGrid User Support team in Lyon, April 2002
- EDG User Help Desk started his activity in May 2002
- First choice was to develop an application with PHP and MySQL
- Design of the DB and mechanism of Question-Answer
- Further developments were in Perl
- Initial development was done WP6 CNRS people (S.Nicoud, E.Fede)
- Starting of the implementation at the end of June-02 (J.Salt)
- User and Administrator levels are almost finished. Expert level is in progress

Status of the DataGrid and CrossGrid Helpdesks

- Actually, the User Support team is composed by 3 WP6 CNRS people (S.Nicoud, E.Fede, N.Lajili)
- Since beg. October the User Support team is composed by V. Lara (CrossGrid contract, WP4.3) and J. Salt

Main differences between the two Helpdesks:

- DataGrid HD includes a filter with a intensive human intervention due to the need of reformulate the question and to avoid the spurious questions (Spam)
- CrossGrid has implemented the tasks of the different WP as individual topics while DataGrid has implemented the topics taking into account the functionality of the GRID software
- In CrossGrid the expert level has a more important role while in DataGrid the expert will enter at last stage of the procedure

Helpdesk:

- *Choice of unification scenario:* to have only 1 Helpdesk DB and only 1 User Interface
- *Convergence* is needed to obtain the final implementation in particular for the following aspects:
  - Intensity of the filter provided by the HD administrator -> possible solution would be to add a "draft" DB to decrease the administrator task; but to preserve a basic filter for the "production" DB
  - Topics -> an effort is needed to have the unified list of topics (Cross and Data Grid) and to establish the relationship between them
  - Implementation of the Expert Level -> to provide a commun solution
  - Location of the Helpdesk software -> two candidate sites : Marseille (DataGrid) and Valencia (CrossGrid); the choice will be given at the end of the implementation

- *Tentative Scheduling of the Convergence period*
  - From now until second half of November CrossGrid is going to write and test an application based on an existing Sourceforge product (http://helpdesk.oneorzero.com).
  - If the application works properly and contains the required features we will take the unified scenario of 1 db + 1 interface; 3 or 4 weeks for the convergence
  - First Prototype of Helpdesk will be included in the Mont 9 CrossGrid Deliverable (December 02)
  - Beginning 2003 : definitive unification of the Helpdesks

User Support Manpower:

- To share the efforts :
  - 1 or 2 administrator(s) / project
  - Recruitment of experts from the two projects