

Global Grid User Support - GGUS - start up schedule

GDB Meeting 2004-07-13



Concept

Target:

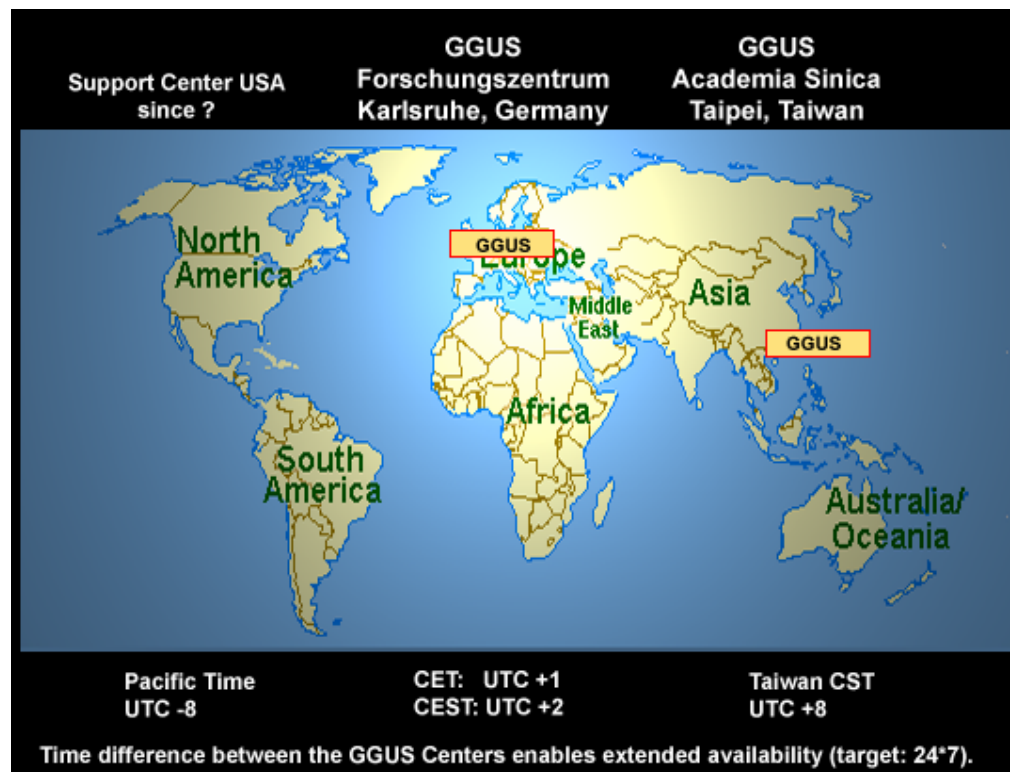
24×7 support via
time difference and
3 support teams

Currently:

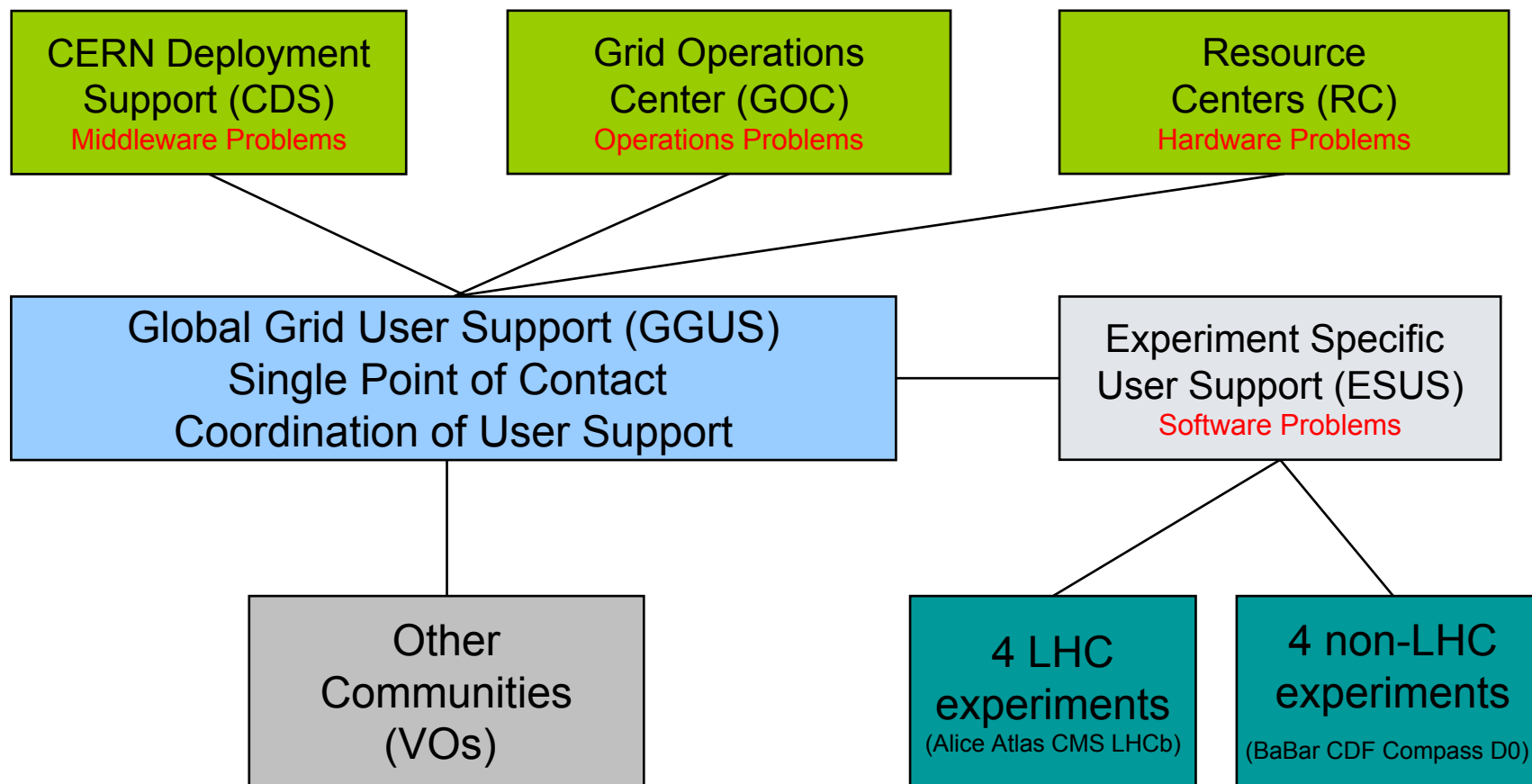
GGUS FZK
GGUS ASCC

Planned:

GGUS USA



Support Teams within LCG



Objectives

- ✚ Single point of contact and information for Grid related questions
 - Resource availability
 - FAQ's
 - Downloads
 - News and problems
- ✚ Support for 8 × HEP experiments (and other Grid user communities, EGEE)
- ✚ Design, implementation and operation of a knowledge base

Current status

GGUS team

- ✚ 4 people at FZK
- ✚ 5 people at ASCC
- ✚ Teamed up with ASCC since April 2004
- ✚ Support time from 02:00 – 16:30 CEST

Current status

Helpdesk application

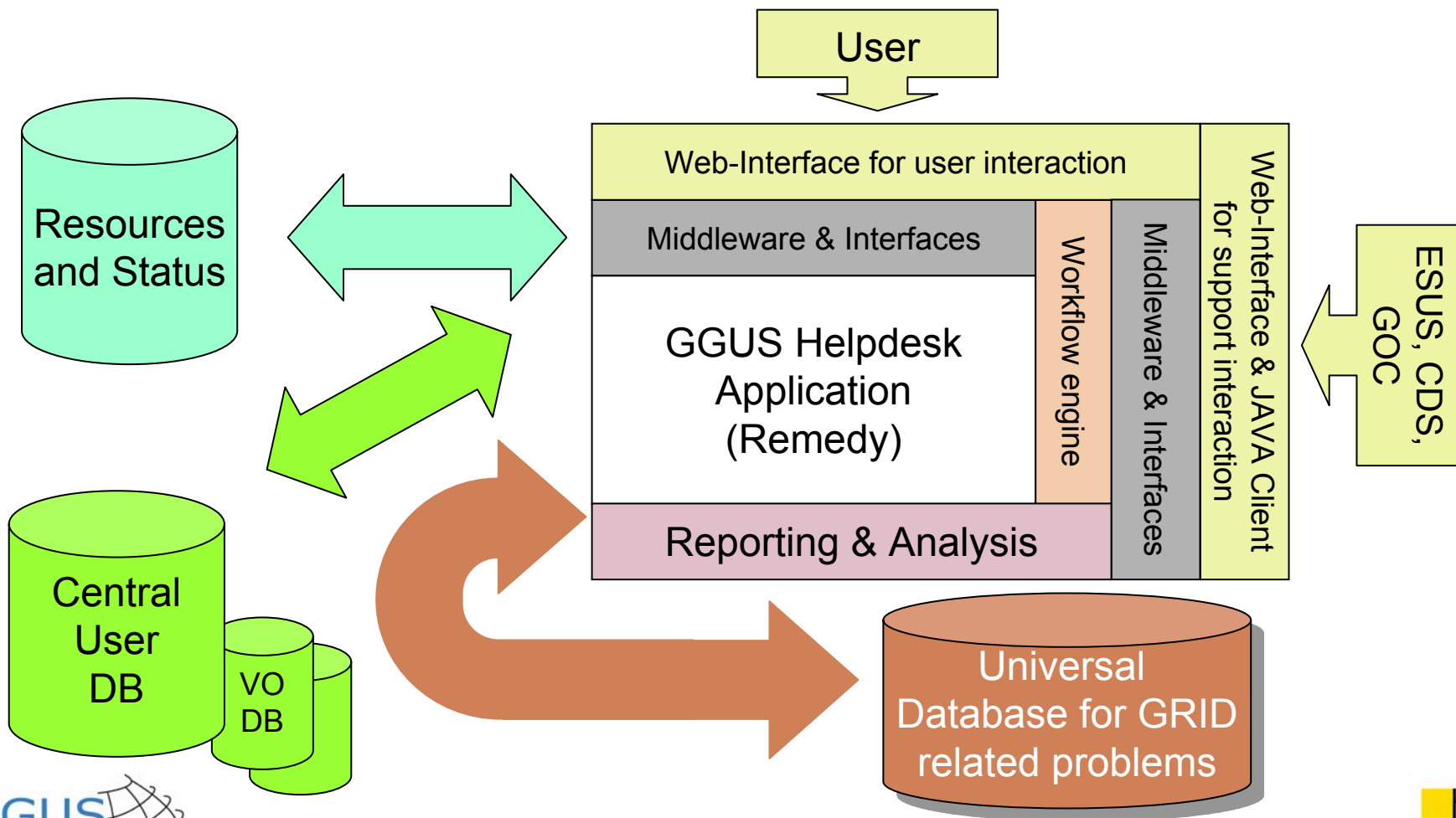
- ✚ Release version 1.0 is deployed and operational
- ✚ Workflows and escalations are running
- ✚ Application accessible via web interface and via native client (windows)
- ✚ User authentication via certificates and userid/password in place

Current status

Web Portal

- ✚ www.ggus.org is online since October 2003
- ✚ User interface to submit, modify and track tickets is deployed and operational
- ✚ Rudimental news information system is in place
- ✚ First version of FAQ system and a documentation section is online
- ✚ Monitoring and status information available from GOC and local operations (GridKa)

Architecture



Application model

- ✚ SuSE Linux 9.0
- ✚ Apache 1.3.x with mod_ssl
- ✚ MySQL 4.0.x
- ✚ PHP 4.x
- ✚ Remedy 5.1 Server & Middleware
- ✚ Remedy 5.1 C/C++ API
- ✚ Oracle OCI 9.x

Outlook

- ✚ New Helpdesk application (Remedy release 6.0)
- ✚ Enhancements based on user and support feedback
- ✚ Development of interfaces to other helpdesk systems
- ✚ New FAQ system with high user integration
- ✚ First plans how to establish the knowledge base
- ✚ Provide support for EGEE community
additional webportal, but same database pool.

Outlook

- ✚ Marketing within the Grid community (ISGC, CHEP, GSEM, Grid Schools, GGF)
- ✚ Meeting with the experiment representatives in October at FZK
- ✚ Extended collaboration and regular meetings with other support teams planned
- ✚ Search for an third partner in the US to achieve the goal of 24h support

Access to GGUS

- ✚ GGUS web portal: <http://www.ggus.org>
- ✚ Email: Support@ggus.org
- ✚ Phone FZK: +49 7247 828383
- ✚ Support time:
 - ASCC: Mon. to Fri. 0:00 to 08:00 UTC
(local time: 8 am to 4 pm)
 - FZK: Mon. to Fri. 6:00 to 14:00 UTC
(local time: 8 am to 4 pm)

GGUS Team - ASCC

- ✚ Eric Yen - project leader
- ✚ Min Tsai
- ✚ Karen Chen
- ✚ Cheri Chen
- ✚ Fu-Ming Tsai

GGUS Team - Forschungszentrum



Dr. Torsten Antoni



Günter Grein



Wolfgang Thöne



Helmut Dres