Some thoughts on planning and organization of User Support in LCG/EGEE

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experiment integration and support

Discussion Topics

- **Define what user support means**

- **What is a possible implementation ?**

- **Is VO support different than user support ?**

Some Remarks

- **In the room representatives from:**
    - **France, Germany, Italy, NL, South-Est Europe, UK User Support**
    - **EGEE/NA4**
    - **Biomed and HEP VO**
    - **LCG Deployment**
    - **GGUS**

- **We felt that representatives from the User Community, VOs, EGEE NA3 were missing**

- **People in the room felt that probably the full picture of the current EGEE/LCG organization for User Support was not in our hands. We came to know about existent task force groups and initiatives we were not aware of.**

- **The intent was not to duplicate effort but just give input**

What is Grid User Support ?

▶ **General help with middleware usage (how-to, new features, errors, etc.)**

▶ **Solving user problems while running on Grid**

▶ **User support should provide documentation, examples, "templates", powerful search engines, links to EGEE infrastructure contacts, e-mailing lists, etc.**

▶ **A unique way to submit problems/requests for help and receive response**

▶ **User/Site notification about site related problems, Grid status,etc.**

▶ **User Support is different from VO and Operations Support with a lot of overlap – tools are the same**

EIS
experiment integration and support

GGUS
Global Grid User Support

At present many channels used:
EIS contact people
Our mailing list: *support-eis@cern.ch*
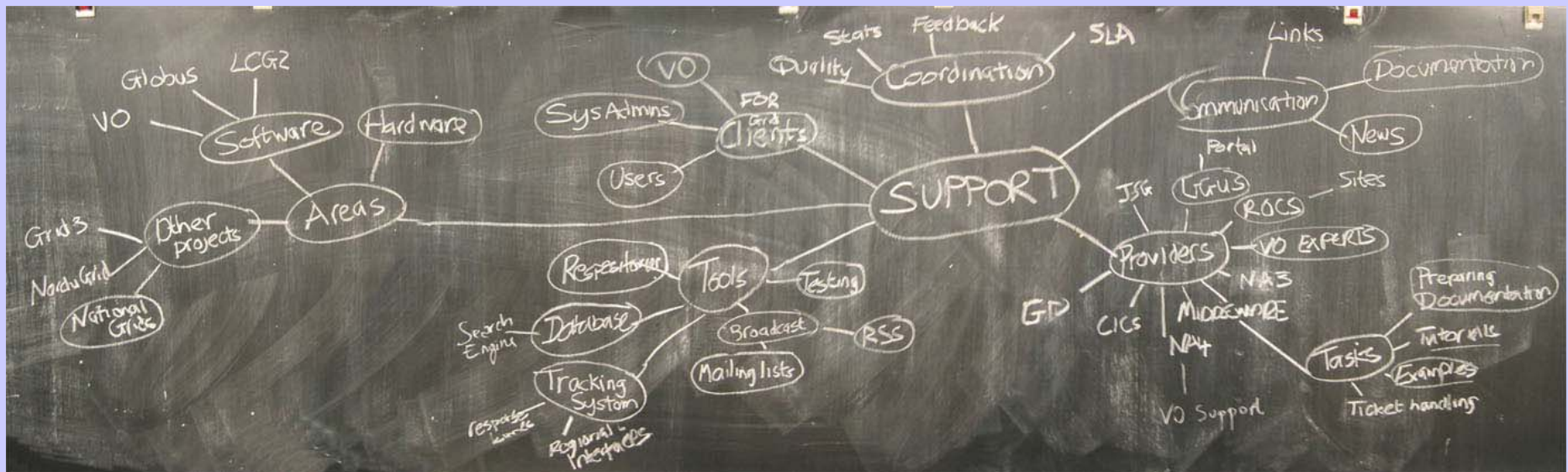LCG Rollout list: *LCG-ROLLOUT@LISTSERV.RL.AC.UK*
GGUS: *http://www.ggus.org*

Not a real agreed procedure.
GGUS provides a useful portal and problem tracking tools –
however requests are forwarded, information spread, etc.

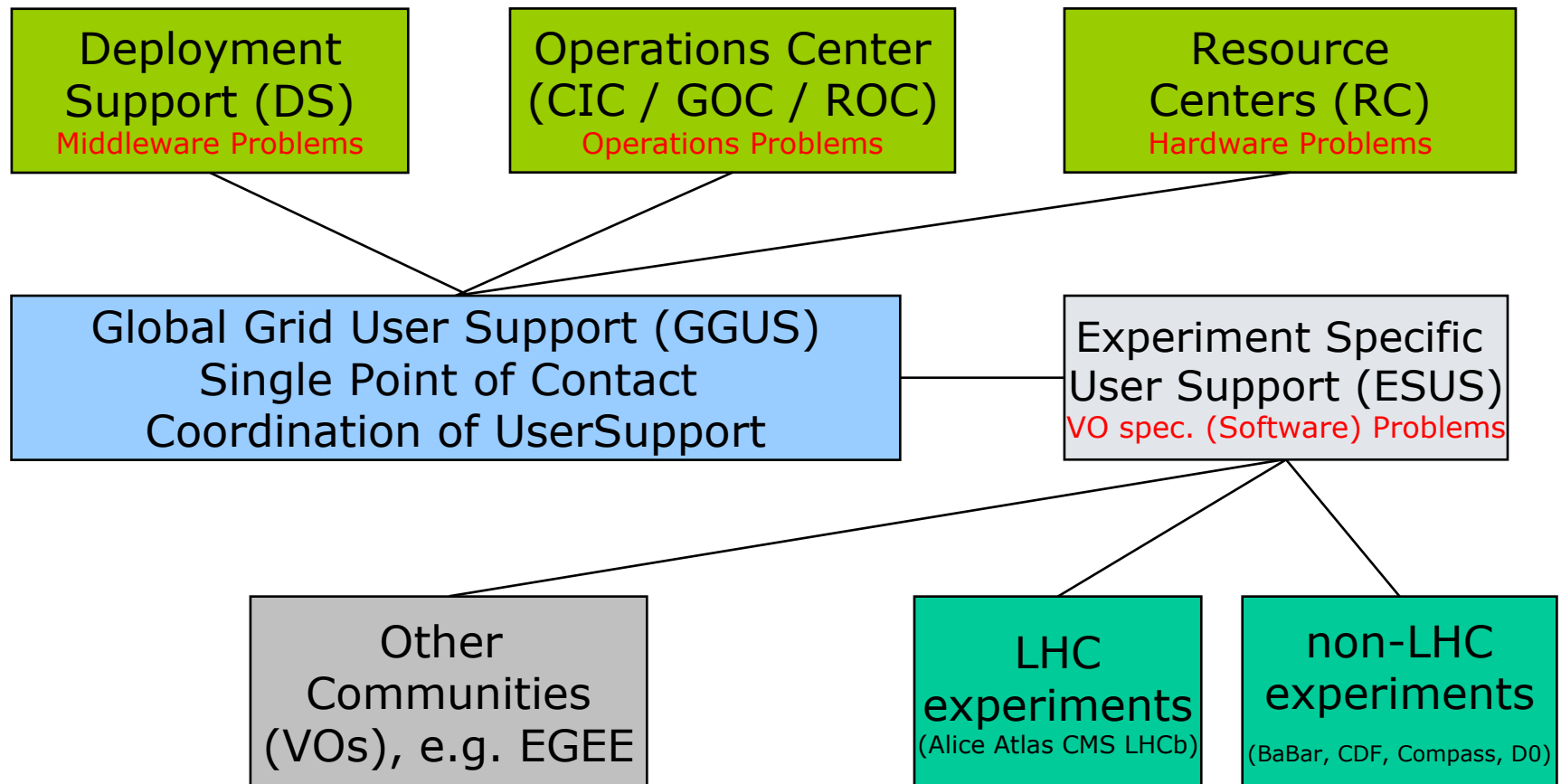http://www.grid-support.ac.uk/

Grid.it

- Unique access point (for users, VOs, operations)
- All level documentation: user and operation guides, middleware specific, APIs (collect and "bless" available docs); example and tools repositories; faq; categorization of problems, good search engine (Ggoogle?)
- Ticketing system organized by areas (middleware, operation, security, etc.); but a "do not know area" should be the default
- Links to other centers, to specific training, to monitoring, to CICs and ROCs contacts, to VO specific support

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- Distributed organization (need to actively involve ROCs); Global knowledge base: ticketing systems must be connected; use of mailing list behind the scene could be effective; contact points
- First filter and redirection (human control)
- Core experts : need to spread knowledge - training
- Escalating calls; Feedback to middleware/operations/VOs (statistics and summaries provided by GGUS)
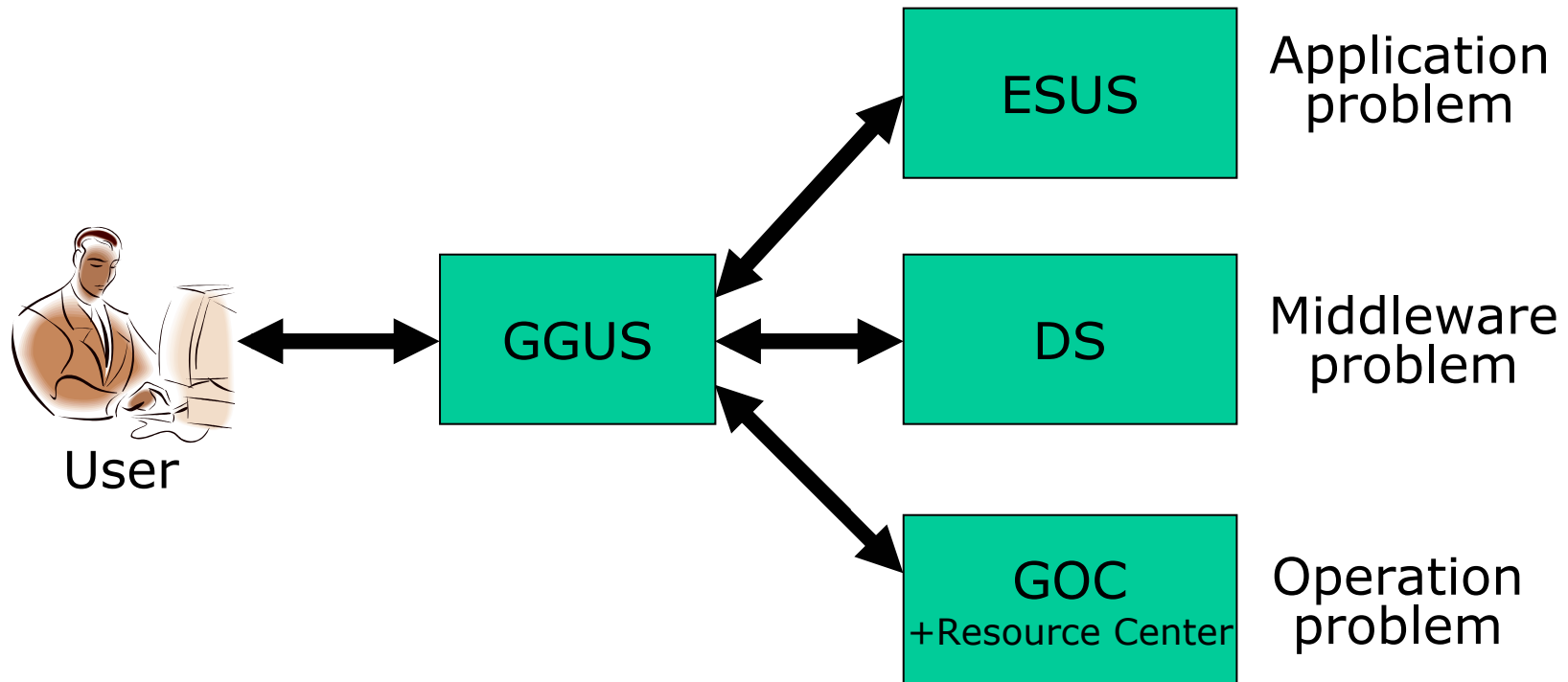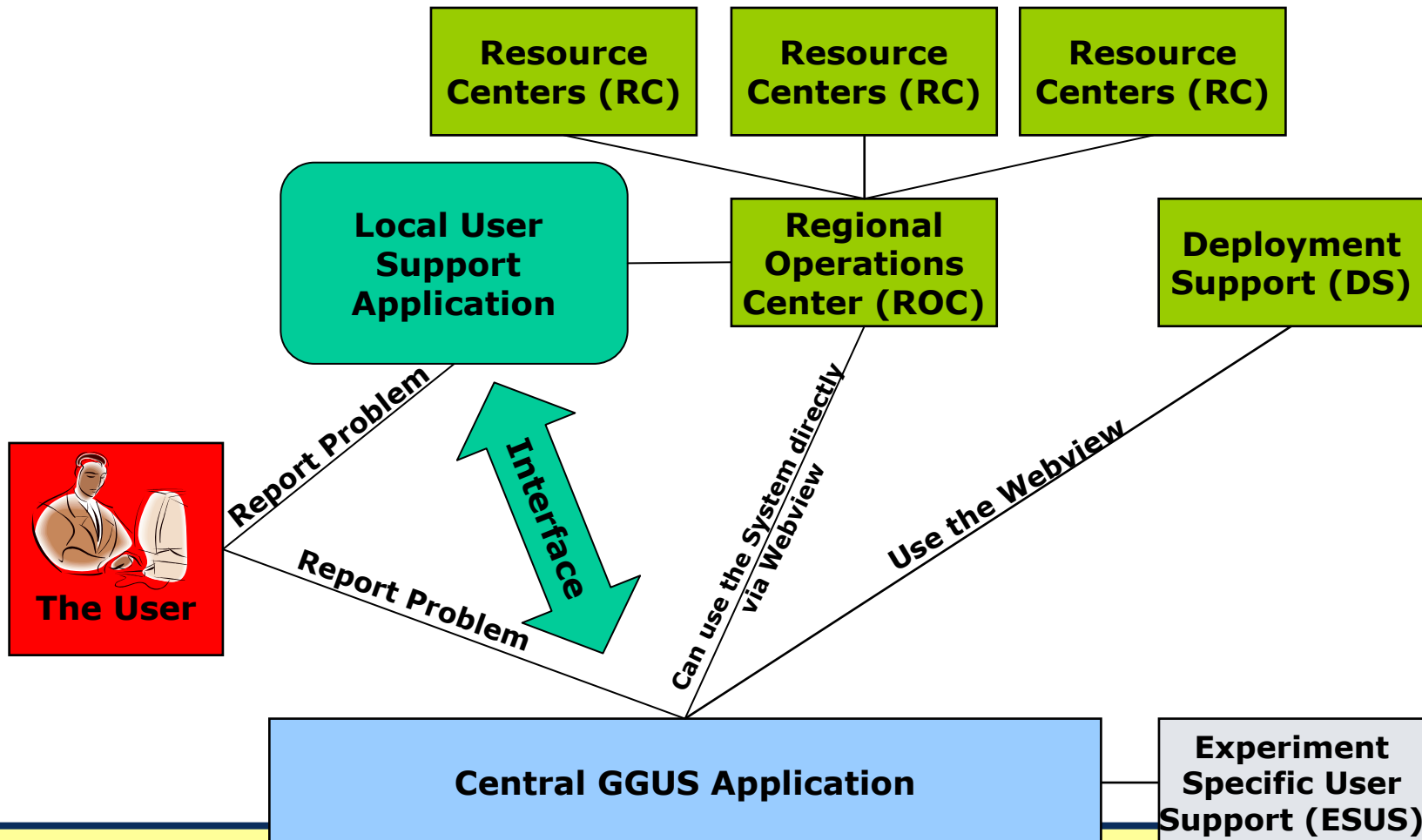
Support Teams within LCG & EGEE

Deployment Support (DS)	Operations Center (CIC / GOC / ROC)	Resource Centers (RC)
Middleware Problems	Operations Problems	Hardware Problems

Global Grid User Support (GGUS)
Single Point of Contact
Coordination of UserSupport

Experiment Specific User Support (ESUS)
VO spec. (Software) Problems

Other Communities (VOs), e.g. EGEE

LHC experiments
(Alice Atlas CMS LHCb)

non-LHC experiments
(BaBar, CDF, Compass, D0)

Support Workflow (LCG)

EGEE Support Concept

Resource Centers (RC)

Resource Centers (RC)

Resource Centers (RC)

Local User Support Application

Regional Operations Center (ROC)

Deployment Support (DS)

The User

Report Problem

Report Problem

Interface

Can use the System directly via Webview

Use the Webview

Central GGUS Application

Experiment Specific User Support (ESUS)

ROCs

NA3

We need organization and coordination body (CUSC)

VO Support

Other GRIDs

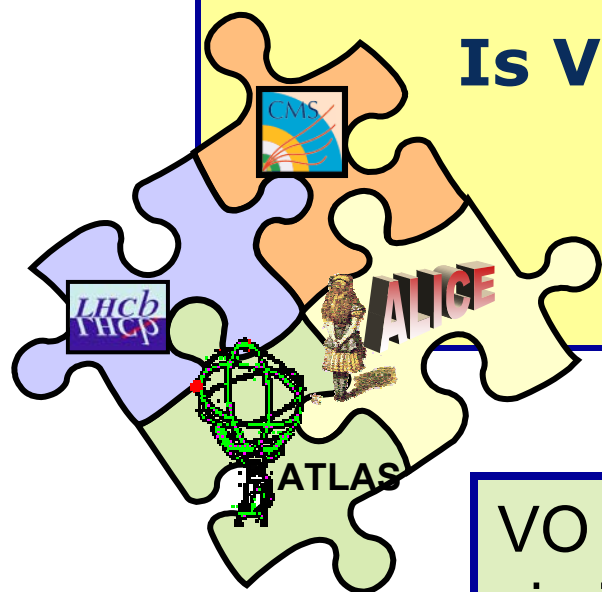# Responsibilities of the Central User Support Coordination Team (CUSC)

- **Lead by GGUS**

- **Members: VO, ROCs, CICs, NA4, NA3, LCG Deployment**

- **Negotiate on tools and interfaces with ROCs; Co~~~~** **connection**

- **Negotiate on docs an~~~~**

- **Coord~~~~**

- ~~~~**g~~~~**
  S~~~~

- **~~~~ng RUSCs**

- **~~~~xpertise in collaboration with NA3** **ar~~~~**

- **C~~~~mate VO support at user and operation level with NA4**

- **Establish the mechanism and collect feedback from Users, Developers, ROCs, etc.**

- **... and more**

Explicit mandate to GGUS group is needed for coordination from all involved bodies: VOs, CICs/ROCs, NA4, Deployment

Responsibilities of the User Support Coordination Team at the ROCs (RUSC)

- **Identify local experts and communicate to Central US Coordination Team (CUSC)**

- **Coordinate creation of local communities of experts**

- **Report on specific issues with local VO/Operations support**

- **Provide documentation, tools, how-to guides, examples**

- **Agree on common interfaces, tools, information presentation whenever needed.**

- **...**

Is VO support different ?

VO support requires a more continous effort similar to what LCG/EIS is doing for LHC Experiments
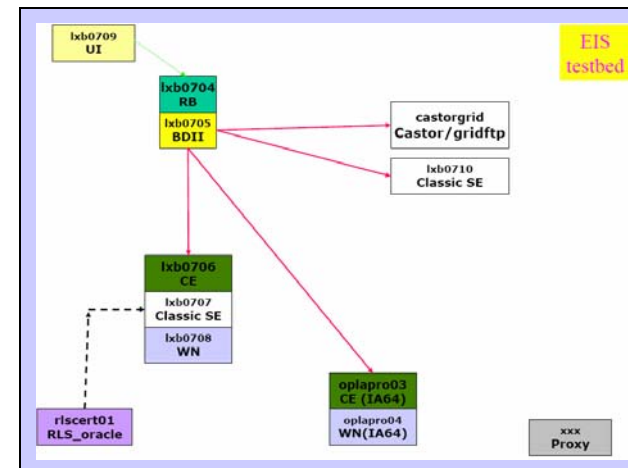
One person per experiment

- Patricia Mendez Lorenzo: **Alice**
- Simone Campana: **ATLAS**
- Andrea Sciaba': **CMS**
- Roberto Santinelli: **LHCb**

- Antonio Delgado Peris: **Development and Docs**
- Flavia Donno: **Coordination**

The EIS Testbed

Docs, special middleware distributions, examples

Other instructions and examples

- How to manually install a GridFTP client
- Tar distribution of GridFTP client tools
- How to manually install a GridFTP server
- How to install a "fake" Computing Element
- How to install the Replica Manager
- How to install the RLS C++ API
- How to test the experiment software installation area
- How to setup a UI for LHCb

Central Repository for Special utilities

Experiment Software Installation Toolkit
- IS Interface Tools
- Data Management Prototype Utilities
- Special WMS (Integration with exp catalog)
- Authorization APIs
- …

Main Tasks

- **We had a different experience with *Integration and Support* before and during experiments Data Challenges**

- *Integration*
  - Help with middleware functionality and usage
  - Perform functionality tests
  - Provide special distributions
  - Provide missing tools/APIs where needed
  - Discuss requirements and bring them to the attention of the developers
  - Check problems and understand the origin of them
  - Check how the middleware and infrastructure are used and suggest better ways if appropriate

- *Support*
  - Provide documentation: Manuals, Guides, User Scenarios, FAQ
  - Provide usage examples
  - Provide and maintain a private testbed
  - Answer frontline User Support questions

Integration during experiment Data Challenges

- **Everything described up to now**
- **Active participation to daily organization meetings**
- **Understanding of experiment specific production environment**
- **Development of special utilities to use in experiment specific software (Monnalisa sensors, IS APIs, RLS interface, etc.)**

▶ Quite intensive activity. It takes one person full time per experiment

- **Experts with knowledge of VO specific software environment, VO applications and Grid middleware available functionalities**

- **Personal contacts and participation to meetings**

- **Help on how to best use the middleware for specific use-cases**

- **Communication with developers for implementation of specific features**

- **Tools, APIs, specific distributions of single middleware components**

- **A testbed to play with, strictly controlled, with prompt support reaction**

- **Specific Tutorials (addressed to a specific VO)**

- **Monitor VO specific services, signal problems**
- **Site monitoring, interact with local site support**

Remarks

Is this what we expect Grid User support to cover?

Probably we should keep VO support and User Support separated ?

VO support implies knowledge of VO specific software environment

Personal contact and continuity is important

Can the EIS activity be taken as input for general VO support ?

Is this needed ?

How should VO support be organized ?