# Planning and Organization of User Support in LCG

**Flavia Donno**
**LCG Experiment Integration and Support Team**

**Flavia.Donno@cern.ch**

experiment integration and support

# Discussion Topics

- **Define what user support means**

- **What is a possible implementation ?**

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

# What is Grid User Support ?

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

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

▶ **User assistance with site related problems ?**

▶ **Is User support different from Operation Support ?**

▶ **What is requested from a GUS Service ?**

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*

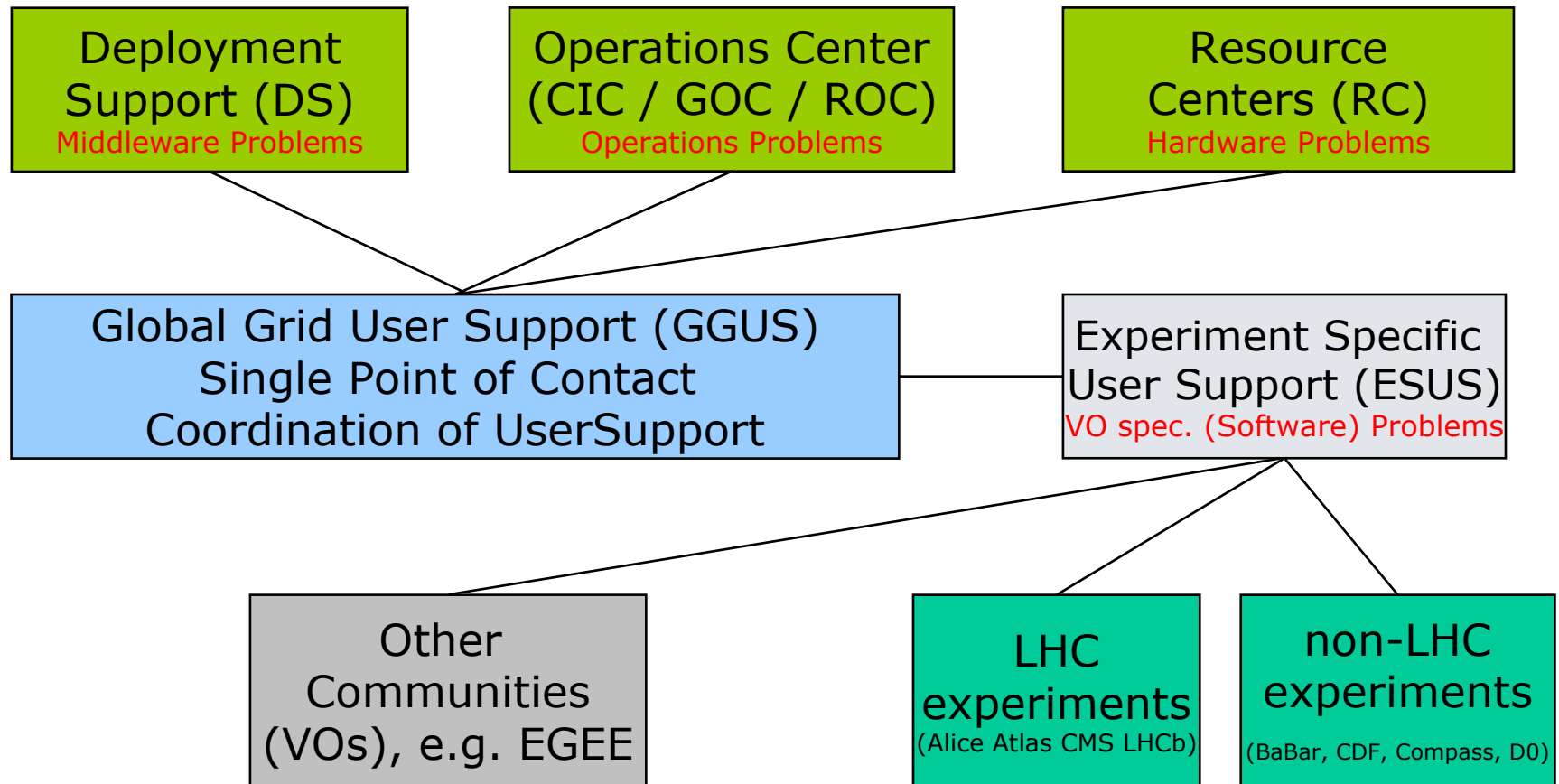*Not a real agreed procedure.*
*GGUS provides a useful portal and problem tracking tools – however requests are forwarded, information spread, etc.*
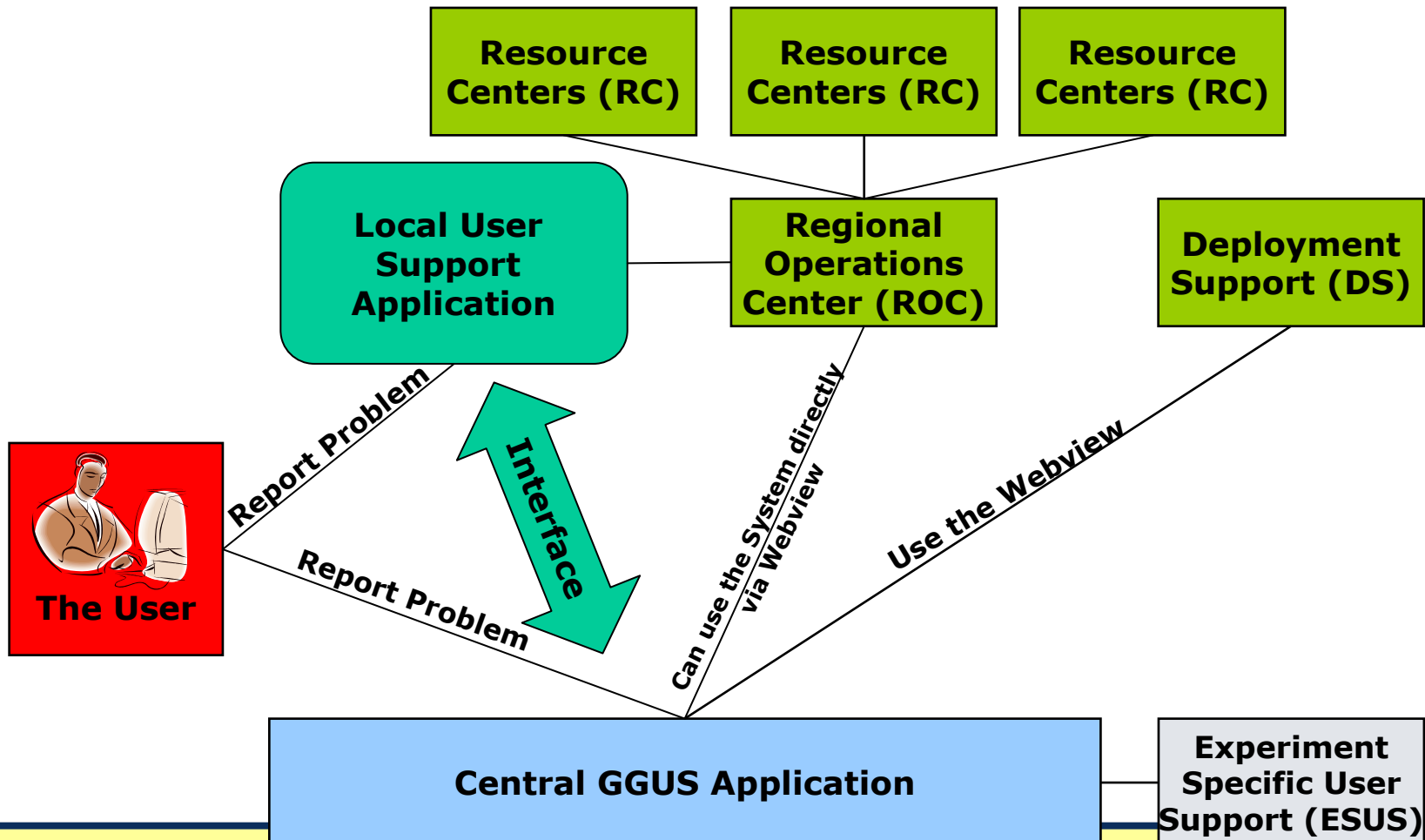
http://www.grid-support.ac.uk/

Grid.it

# EGEE Support Concept

Resource Centers (RC)

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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)

# Support Workflow (LCG)

ESUS — Application problem

User ↔ GGUS

DS — Middleware problem

GOC +Resource Center — Operation problem

- Unique access point (for users, VOs, operations)
- Hierarchical organization (need to actively involve ROCs); use of mailing list behind the scene could be effective.
- Organization by areas (middleware, operation, security, etc.)
- First filter and redirection (human control)
- Core experts : need to spread knowledge - training
- Escalating calls; Feedback to middleware
- All level documentation (collect and "bless" available docs); example repositories; faq; categorization of problems, good search engine (google?)
- Problem reproducibility ?
- Links to other centers, to main doc areas, to specific training, to monitoring, to CICs and ROCs, contacts, to VO specific support etc.
- And … ?

# Is VO support different ?
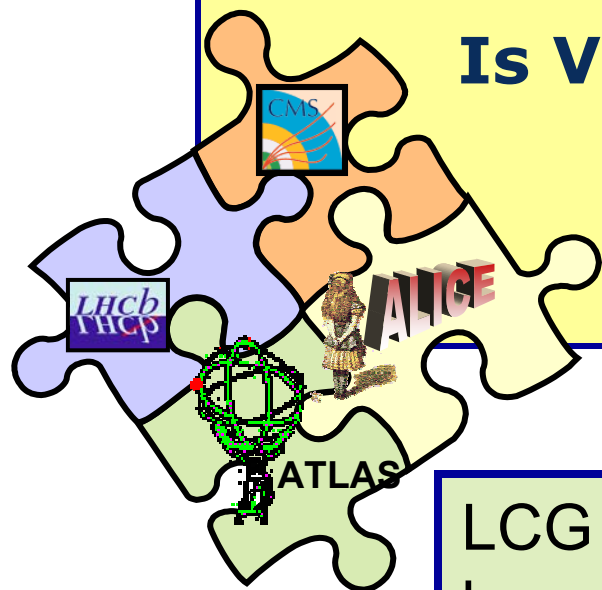
LCG Experiment Integration and Support Team has acquired experience with LHC Experiments

# *Mandate of the EIS Team*

- EIS : Experiment Integration and Support Team
- Help LHC Experiments *integrating* their *production environment* with the Grid Middleware and utilities.
- Give support during all steps of the integration process: understanding of the middleware functionality, testing new prototypal components, getting on the LCG Infrastructure.
- Production is the main focus.
- Experiment Support does not mean User Support.
- Experiment Support does not mean GOC.

# EIS Organization

## 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**

## Central Repository for Special utilities

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

## The EIS Testbed
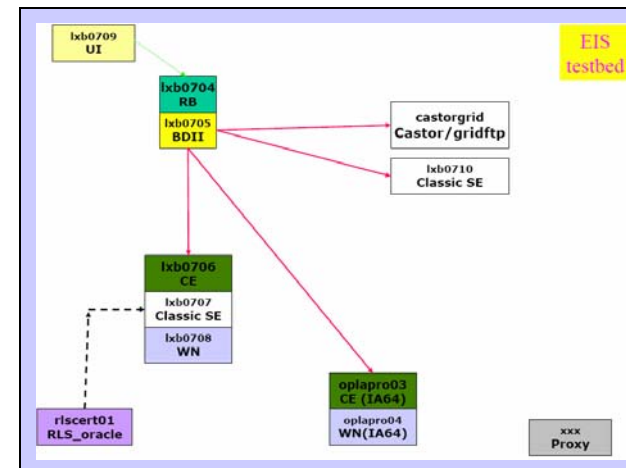


## Docs, special middleware distributions, examples

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

# *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

# Support during experiment Data Challenges

- Everything described up to now
- But also …
  - Monitoring experiment specific production system (even in shift)
  - Provide full user support
  - Configuring experiment specific utilities (acrontab, etc.)
  - Chasing misconfigured sites and solving site-related problems
  - Suggesting better site configuration for resource usage
  - Monitoring GRID and Experiment Specific Services
  - Provide Security Advice

- **Experts with knowledge of available functionalities**

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

- **Support for undocumented features**

- **Documentation, FAQ, working examples**

- **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)**

- **Understanding of VO specific software environment**

- **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 ?*

# *Conclusions ?*

- And … ?
  - …
  - …
  - …
  - …
  - …
  - …
  - …
- And ... ?