



*CERN LCG Grid Deployment Board*  
*8<sup>th</sup> September 2005*

# Global Grid User Support

[www.cern.ch/lcg](http://www.cern.ch/lcg)

**Flavia Donno**  
**for the LCG/GGUS Executive Support**  
**Committee (ESC)**  
**INFN – Pisa**



# Outline

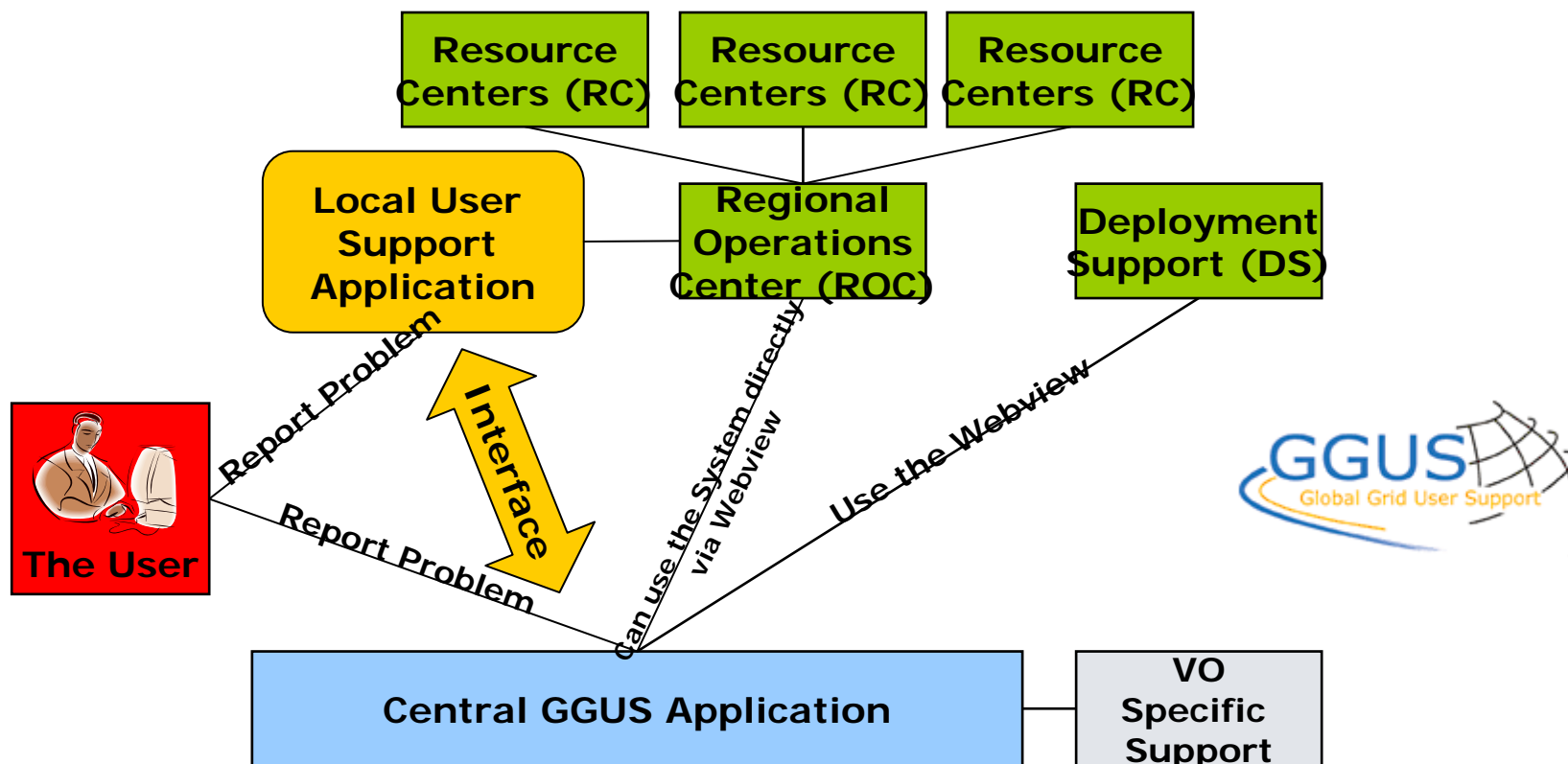


- The **GGUS** infrastructure
- How it works
- What **Services** are provided to users
- The GGUS Search engine
- Who are the supporters and what do they need to do ?
- **Training**: how are the users and supporters trained ?
- Who are our customers at the moment?
- Some statistics
- Major problems
- Interface to ROCs: current status
- The GGUS portal : resilience to failure
- Improvements introduced in July 2005
- What is going to be available in the next months [ 9/2005]
- Conclusions

# LCG/EGEE User Support infrastructure



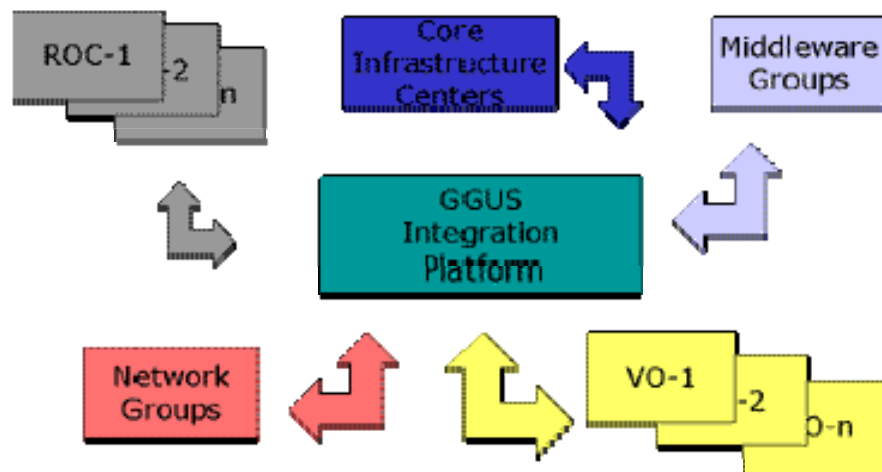
■ The support model in EGEE can be captioned "regional support with central coordination". Users can make a support request via their Regional Operations' Center (ROC) or their Virtual Organisation (VO). Within GGUS there is an internal support structure for all support requests.



# LCG/EGEE 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.



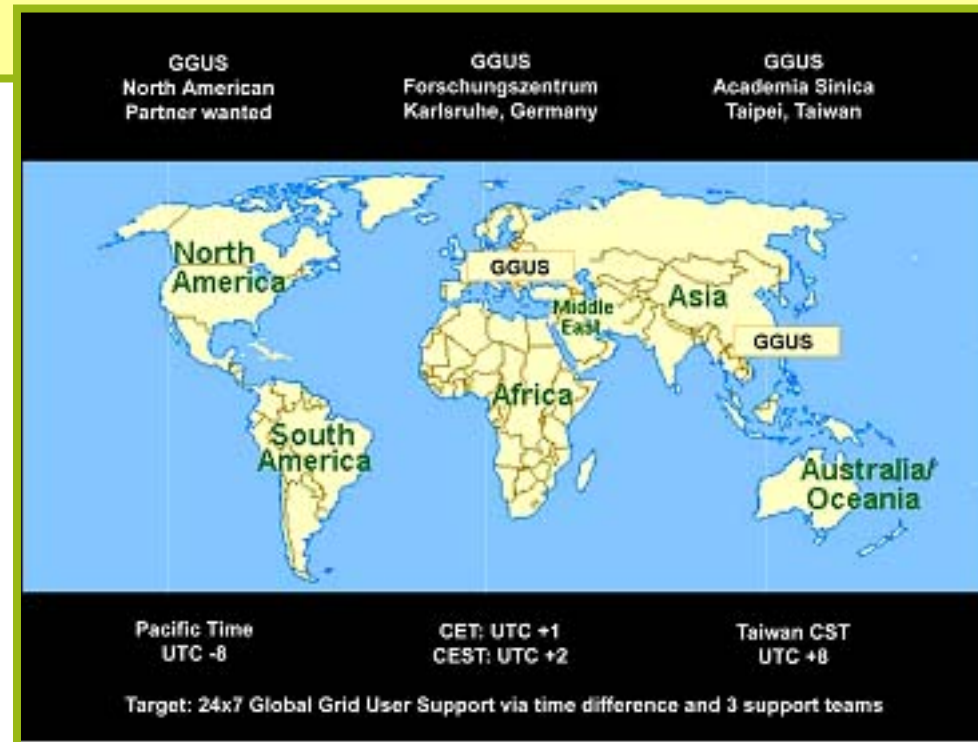
● This central helpdesk keeps track of all service requests and assigns them to the appropriate support groups. In this way, formal communication between all support groups is possible. To enable this, each group has built only one interface between its internal support structure and the central GGUS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

# LCG/EGEE 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.

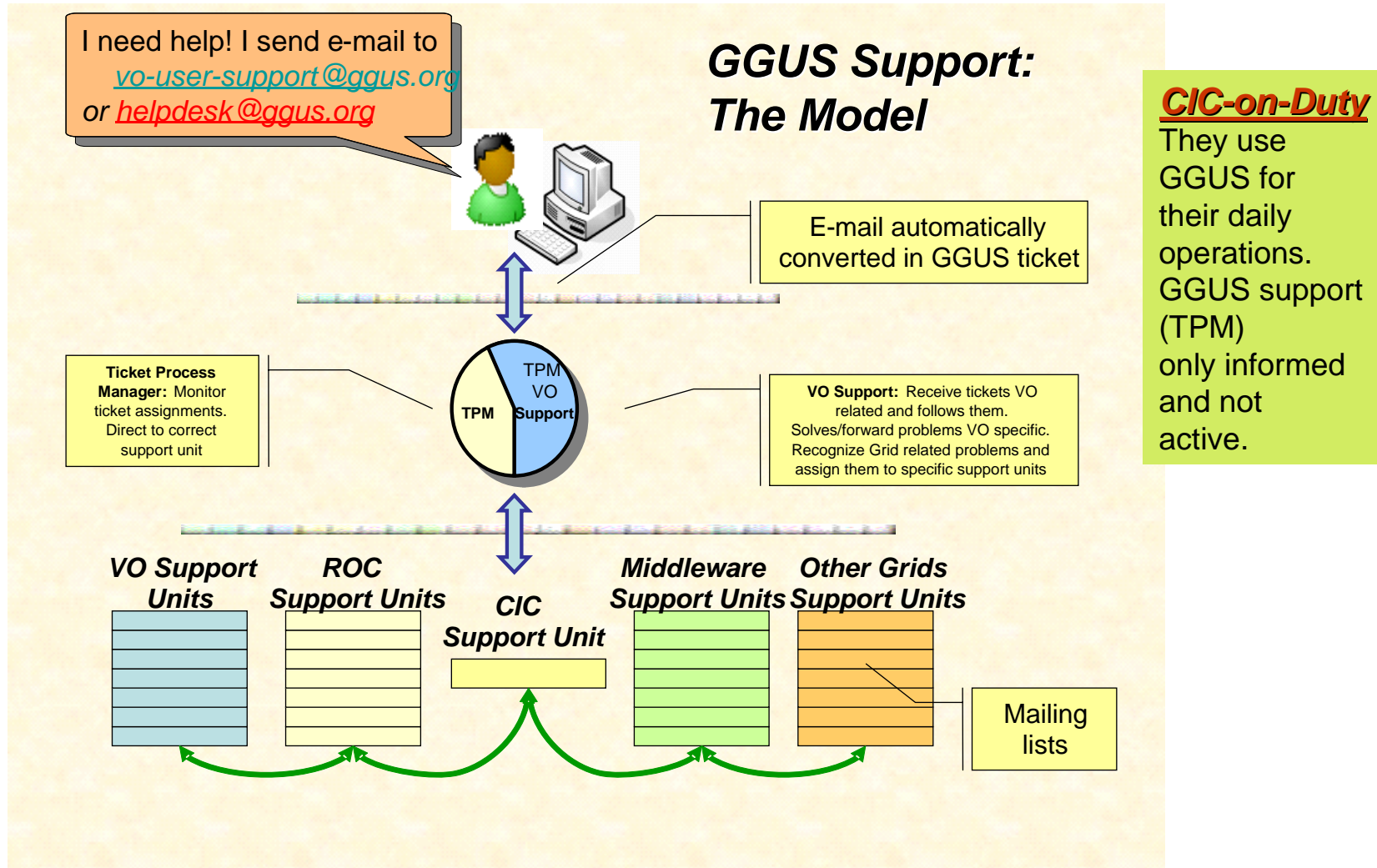


# LCG/EGEE User Support infrastructure: ESC



- **Lead by GGUS/Chaired by A. Mills/Flavia Donno** (Kick off meeting of ESC at Karlsruhe - *27 January 2005*)
- **Goal:** *To ensure an effective and efficient Grid User Support Service.* The ESC organisation has a limited life. It has been formed for a period of 24 week from 28 January 2005 until **14 July 2005**. Its life has been extended.
- **Members: initially 12 people from CERN, UK, France, Italy, Germany, Czech.** Now many more. We have representatives from VOs, NA3, other Grids (OSG and NorduGrid), Taiwan, ROC\_US, other ROCs, etc.
- We meet monthly to discuss organization issues and problems.

# How it works





# GGUS Support: The Model

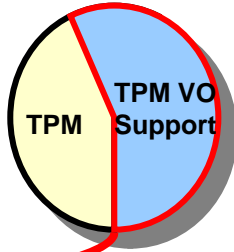


I need help! I send e-mail to  
*vo-user-support@ggus.org*



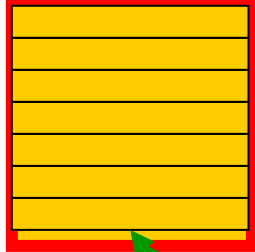
E-mail automatically converted in GGUS ticket.  
Can be addressed to TPM VO only, or TPM only, or to both

**Ticket Process Manager:** Monitor ticket assignments. Direct to correct support unit. Notify users of specific actions and ticket status

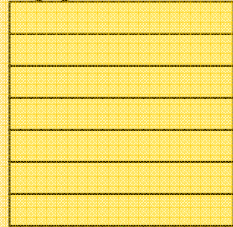


**TPM VO Support:** People from VOs. Receive tickets VO related and follow them. Solve/forward VO specific problems. Recognize Grid related problems and assign them to specific support units or back to TPM

**VO Support Units**



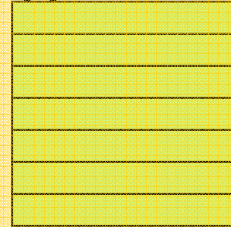
**ROC Support Units**



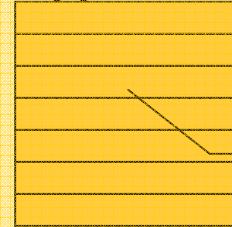
**CIC Support Unit**



**Middleware Support Units**



**Other Grids Support Units**



Mailing lists



# GGUS Support: The Model

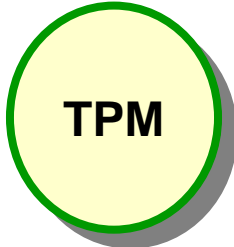


I need help! I send e-mail to [helpdesk@ggus.org](mailto:helpdesk@ggus.org)



E-mail automatically converted in GGUS ticket

**Ticket Process Manager: Grid Experts.** Monitor ticket assignments. Direct to correct support unit. Notify users of specific actions and ticket status



**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

# What Services are provided to users



<http://www.ggus.org>

A screenshot of the Global Grid User Support (GGUS) website displayed in a Mozilla browser window. The browser's address bar shows the URL 'https://gus.fzk.de/pages/home.php'. The website header includes navigation links for 'FAQ/Wiki', 'Documentation', 'Contact', and 'Masthead'. Below the header is a banner with the GGUS logo and the text 'Home · Submit ticket · Support staff'. The main content area is divided into several sections: 'Welcome to Global Grid User Support', 'What is GGUS?', 'Tickets @ GGUS' (with links for submitting tickets), 'Tickets from Flavia Donno', 'Open tickets of all users' (a table of tickets), 'Latest news', 'Monitoring Infos', and 'GGUS Search' (a search box and links to knowledge base, documentation, and FAQ pages).

[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 Services are provided to users



A screenshot of a Mozilla browser window displaying the GGUS (Global Grid User Support) website. The browser's address bar shows the URL 'https://gus.fzk.de/pages/docu.php'. The website header includes navigation links for 'FAQ', 'Documentation', 'Contact', and 'Masthead'. Below the header, there are links for 'Home', 'Submit ticket', and 'Support staff'. The main content area is titled 'Documentation - under construction' and lists several documents for Grid Users, including a Grid Dictionary, LCG-2 User Scenario, LCG 2 Tar Distribution, LCG-2 User Guide, LCG-2 Frequently Asked Questions, and LCG-2 Middleware Overview. Each document entry includes a brief description and a link to the document file (PDF, HTML, or TXT).

## Updated Documentation

We try to keep this page as updated as possible. However GGUS is normally not notified of new available documents.  
GGUS hopes in the help of EGEE/User Information Group

# What Services are provided to users



GGUS - Global Grid User Support - Mozilla

File Edit View Go Bookmarks Tools Window Help

Back Forward Reload Stop <https://gus.fzk.de/pages/alltickets.php> Search Print

Home Bookmarks mozilla.org mozillaZine mozdev.org

FAQ · Documentation · Contact · Masthead

GGUS Global Grid User Support

Home · Submit ticket · Support staff

### All tickets

#### Tickets from Flavia Donno (access via certificate)

ID	Status	Date	Info
4209	solved	2005-08-23	Handover of TPM from ROC-CERN to ROC-SEE&ROC-CERN ...
4173	solved	2005-08-22	Is myproxy.cern.ch working properly ?
4109	solved	2005-08-15	Why the site RO-01-NIPNE does not appear in the si...
1907	solved	2005-03-21	Please add "Short description" field in ticket s...

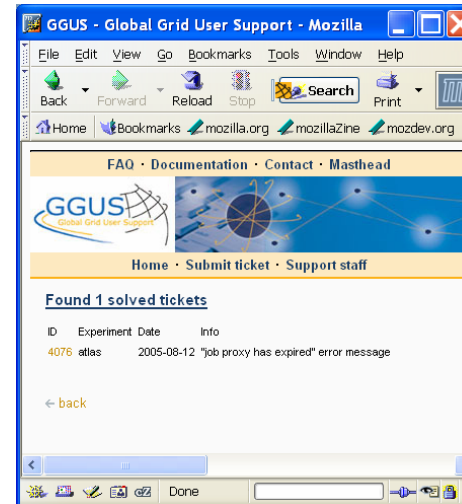
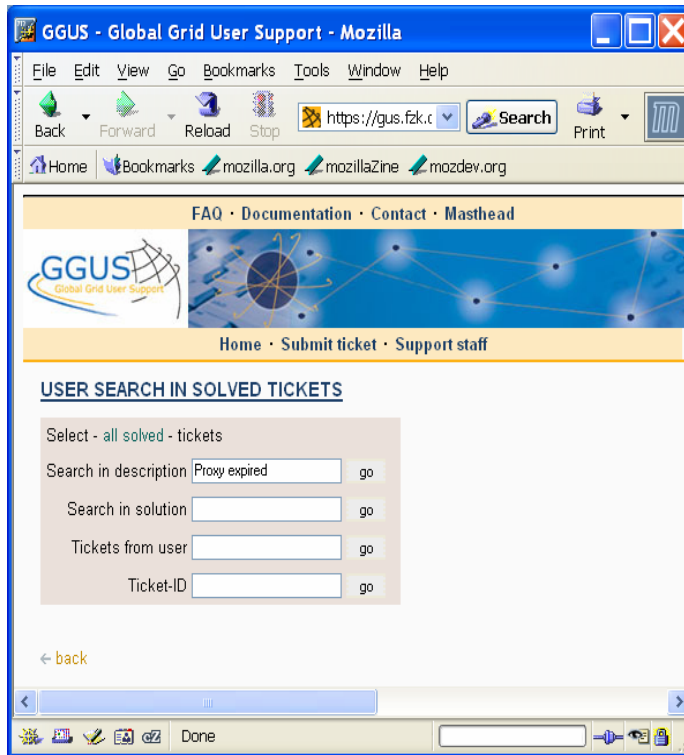
#### Open tickets of all users

ID	Virtual Organisation	Date	Info
4250	none	n/a	replication failed & rgma + apel non cri...
4248	none	n/a	Job list match fails
4247	none	n/a	Job submission failed
4246	none	n/a	replication failed (sft-lcg-rm-rep3)
4234	none	2005-08-24	job submission process hangs
4226	none	n/a	Job list match fails, site down
4220	none	2005-08-23	babar13 14 15 unmounted
4201	none	2005-08-22	All shells on babar, babar2, babar3 are ...
4190	none	n/a	Job list match fails
4153	biomed	2005-08-19	running status since 9 days for a job of...
4151	none	n/a	replication failed
4149	none	n/a	replication failed
4096	biomed	2005-08-14	uptate of the IS for ce2.egee.unile
4093	cms	2005-08-12	LCG submitted jobs to GridKa stuck in "r...
4068	none	2005-06-11	Fw: [ECEE-NOC] Ticket GEANT-717994 detec...
4001	none	n/a	MISCELLANEOUS
3995	none	2005-08-08	Significant number of formerly good root...
3954	atlas	2005-08-05	job failures
3942	biomed	n/a	mallarme.cnb.uam.es:2119/jobmanager-pbs-...
3928	none	n/a	down
3917	babar	2005-08-04	cannot login to babar2
3915	babar	2005-08-04	login and work on babar.fzk.de not possi...
3846	none	2005-07-29	Login and work on babar.fzk.de not possi...
3834	none	2005-07-28	LCG site registry
3801	atlas	2005-07-26	gridftp connection problems
3689	babar	2005-07-20	Copying files from outside to GridK is v...

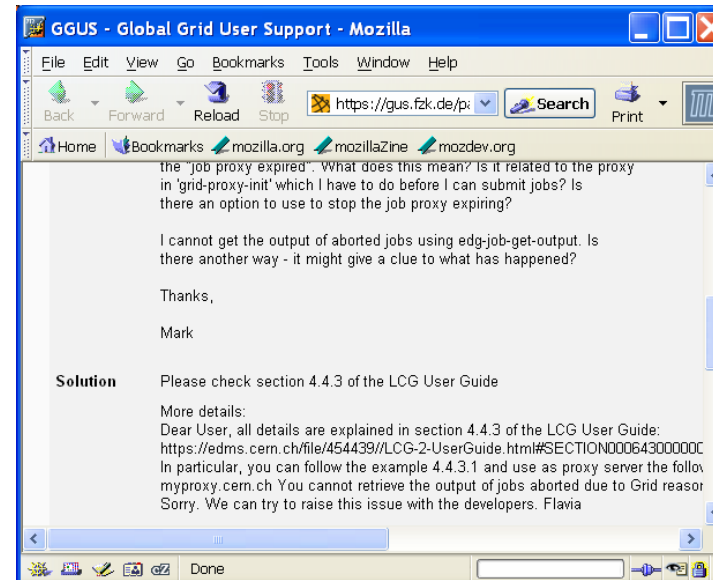
← back

**Browseable tickets**

# What Services are provided to users



**Search through  
solved tickets**



# What Services are provided to users



GGUS - Global Grid User Support - Mozilla

File Edit View Go Bookmarks Tools Window Help

Back Forward Reload Stop <https://gus.fzk.de/pages/fac> Search Print

Home Bookmarks mozilla.org mozillaZine mozdev.org

FAQ · Documentation · Contact · Masthead

Home · Submit ticket · Support staff

### Frequently Asked Questions

(This page is currently under construction)

- ▶ [SiteProblemsFollowUpFaq](#) Troubleshooting Guide about Operational Errors on LCG Sites (GOC Wiki)
- ▶ EGEE SEE ROC Wiki
  - For Administrators
  - For Users
- ▶ Frequently Asked Questions for LCG Site Administrators (provided by GridPP)
- ▶ Knowledgebase, Site Problems (provided by INFN)
- ▶ GGUS FAQ System (provided by ASCC)

INFN - GridCE - Grid Monitoring Service - Mozilla

GridICE >> Site:ALL

General	Grids	Host	Job	Charts	Network	Storage Resources							
Site	Domain	GK2	Q2	RunJob	WaitJob	StkLoad	Power	WRZ	CPUZ	CRULoad	Available	Total	%
ALG001-PIF-SCL	phy.bj.ac.cn	1	5	10	4	0	170K	0	22	0	37.3	GB	
BEIJING-LCG2											25.4	GB	
BG-INRNE	inrne.bas.bg	1	2	1	0	0	0	0	0	0	22.7	GB	
BG01-IPP	grid.bas.bg	1	9	2	0	0	23K	2	4	0	28.4	GB	
BG02-IM	imbn.bas.bg	1	4	0	0	0	0	0	0	0	99.8	GB	
BG04-ACAD	grid.acad.bg	1	8	4	0	0	56K	5	10	0	13.1	GB	
BHAM-LCG2	ph.bham.ac.uk	1	10	25	6	0	0	0	0	0	735.7	GB	
BIFT	bift.unizar.es	5	4	0	0	0	0	0	0	0	13.1	GB	
BITLab-LCG											735.7	GB	
BRISTOL-PP-LCG	phy.bbc.ac.uk	1	7	0	0	0	0	0	0	0	39.5	GB	
BUDAPEST	kkj.hu	1	1	61	0	0	0	0	0	0	182	GB	
CAVENDISH-LCG2	hep.phy.cam.ac.uk	1	7	0	7	0	0	0	0	0	39.5	GB	
CCA-DARPA-SACLAY	datagrid.csa.fr	1	5	2	20	0	0	0	0	0	182	GB	
CERN-CIC	cern.ch	1	1	0	0	0	0	0	0	0	182	GB	
CERN-PROD	cern.ch	1	6	756	15	0	0	0	0	0	182	GB	
COSGA-EGEE											182	GB	
OGG-LCG2	ogee.fr.cgg.com	1	9	42	14	0	0	0	0	0	182	GB	
CLEMAT-LCG2	clemat.les	1	3	1	0	0	0	0	0	0	182	GB	

## Useful links

Actively working with CIC portal developers to provide also VO specific help pages

CIC - Mozilla

http://cic.cern.ch

Home | EGEE Home | EGEE2 Home | EGEE2 Network Laboratory

Enabling Grids for E-science

Core Infrastructure Center (CIC) Portal

Communication portal between Central Operations to Users, VOs and Sites

HOME VO Users VO management IC staff IC staff IC staff IC staff IC staff

OC Website - Home

News

Getting Started

Resources

Feedback

Site map

### About this site

Current portal version is 2.5 - released on 27/07/2005

This version is the latest released version, available at <http://cic.cern.ch>

Next Next release is not planned before september

View Release Note for Version 2.5

OCWebsite\_release\_note\_V-2.5.txt

This website has been created as a part of the SA1 activity. It is dedicated to ensure:

- to be a management tool for CIC objectives
- to be an entry point for all EGEE actions for their operational needs
- to manage the available information about EGEE VOs
- to monitor and ensure grid day-to-day operations on grid resources and services

### Latest news

System installation of central servers at Taiwan LCG2

Thu, 27 Jul, August 02

Due to unexpected disk prob, the central server became down and has...

GGUS patch release 1620

Thu, 27 Jul, August 02

Dear all, We have rolled out a patch to the production @GGUS2 hosts...

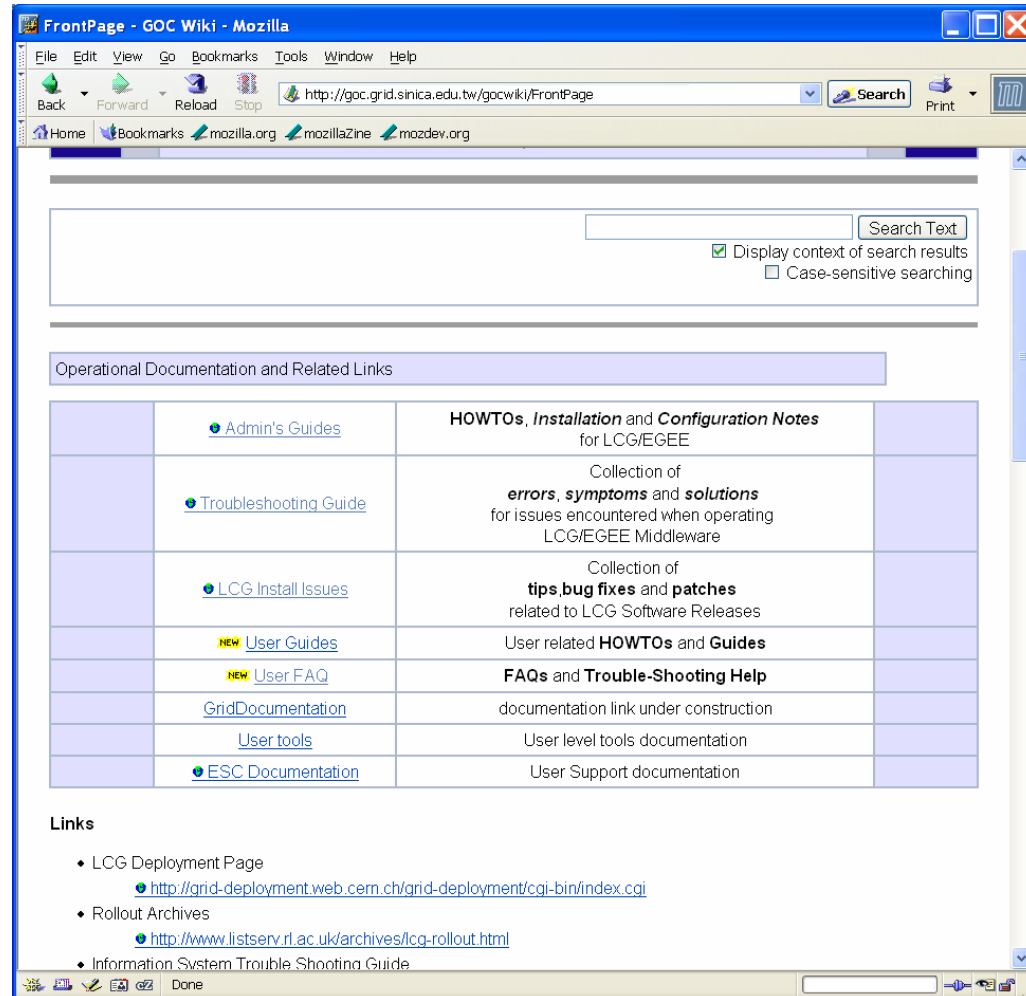
Big news, central planned downtime today 15 minutes

Thu, 27 Jul, August 02

VO@CERN@CIC will be unavailable today for...



# What Services are provided to users



## Wiki Pages

When a ticket has been solved, but the supporter believes that the solution contains information which is worth keeping for general reference, then the supporter adds a comment in the diary to this effect and assign the ticket to GGUS. GGUS takes care of compiling the **User FAQ Wiki pages**:  
<http://goc.grid.sinica.edu.tw/gocwiki/FrontPage>



# What Services are provided to users



## Problem submission via Web Portal and e-mail

The screenshot shows the 'Submit ticket' page of the GGUS web portal. The browser window title is 'GGUS - Global Grid User Support - Mozilla'. The address bar shows the URL: <https://gus.fzk.de/pages/ticket.php?gotopg=home>. The page has a navigation bar with links for 'FAQ', 'Documentation', 'Contact', and 'Masthead'. Below this is a banner with the GGUS logo and a globe graphic. The main content area is titled 'Submit ticket' and contains the following fields:

- User information:** Name: Flavia Donno; E-Mail: flavia.donno@pi.infn.it; CC to: [text input]; Virtual Organisation: please select [dropdown]; Certification Authorities: [dropdown].
- Ticket information:** Date / Time of Problem: 2005-08-26 / 09:23 UTC; Short description (required): [text input]; Describe your problem: [text area]; Type of problem: please select [dropdown]; Priority: less urgent [dropdown]; VO specific problem?:  yes  no; Upload attachment: [text input] Browse... (no exe/php/htm(l) files please); Submit button.

A '< back' link is visible at the bottom left of the form area.

The screenshot shows the 'GGUS email-interface' page of the GGUS web portal. The browser window title is 'GGUS - Global Grid User Support - Mozilla'. The address bar shows the URL: [https://gus.fzk.de/pages/email\\_interface\\_info.php](https://gus.fzk.de/pages/email_interface_info.php). The page has a navigation bar with links for 'FAQ', 'Documentation', 'Contact', and 'Masthead'. Below this is a banner with the GGUS logo and a globe graphic. The main content area is titled 'GGUS email-interface' and contains the following information:

- Information:** GGUS offers to VO users the possibility to create tickets also via email. If an email is sent to one of the following email addresses a ticket will be created in the GGUS system and automatically assigned to the appropriate VO-support unit. The subject of the email will show up a short description of the problem, the body of the email as detailed description. The submitter of the email will be notified about the ticket creation by email, including the ticket-ID and a pointer to GGUS.
- Email addresses:**
  - alice-user-support@ggus.org
  - atlas-user-support@ggus.org
  - biomed-user-support@ggus.org
  - cdf-user-support@ggus.org
  - cms-user-support@ggus.org
  - enoc-support@ggus.org
  - esr-user-support@ggus.org
  - lhcb-user-support@ggus.org
  - magic-user-support@ggus.org
- Generic email address:** If the user does not know which VO list to use, then the user can use the generic mail address for GGUS which is called: [helpdesk@ggus.org](mailto:helpdesk@ggus.org)

A '< back' link is visible at the bottom left of the page.

# The GGUS Search Engine



```

lxslc3.cern.ch - PuTTY
*****
*
*          The LXPLUS Public Login Unix Service
*          (Scientific Linux SLC 3.0.5)
*
*
* A web page containing information about this Linux version on LXPLUS:
*   http://cern.ch/plus/SLC3.html
* In case of problems, please contact the helpdesk: tel 78888
* If you have any feedback not already included there please send it to:
*   it-dep-fio-lxslc3@cern.ch
*
* In
* http://cern.ch/plus           : Information on the usage of LXPLUS/LXBATC
* http://cern.ch/ComputingRules : Govern the use of CERN computing facilities
*
*****
[lxplus056] ~ >
[lxplus056] ~ > isource
source /afs/cern.ch/project/gd/LCG-share/2.6.0/sl3/etc/profile.d/grid_env.csh
[lxplus056] ~ > ldapsearch -H //LCG_GFAL_INFOSYS -b "mds-vo-name=local, o=grid" -x
Could not create LDAP session handle (3): Time limit exceeded
[lxplus056] ~ >
    
```

```

lxslc3.cern.ch - PuTTY
[lxplus056] ~ > clear
[lxplus056] ~ > ldapsearch -H ldap://LCG_GFAL_INFOSYS -b "mds-vo-name=local, o=grid" -x | more
version: 2

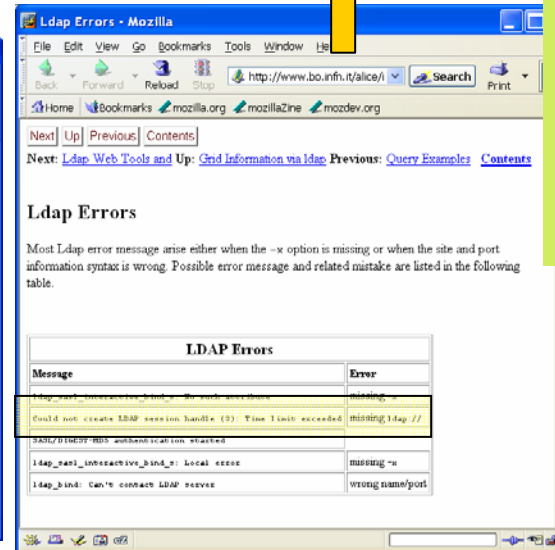
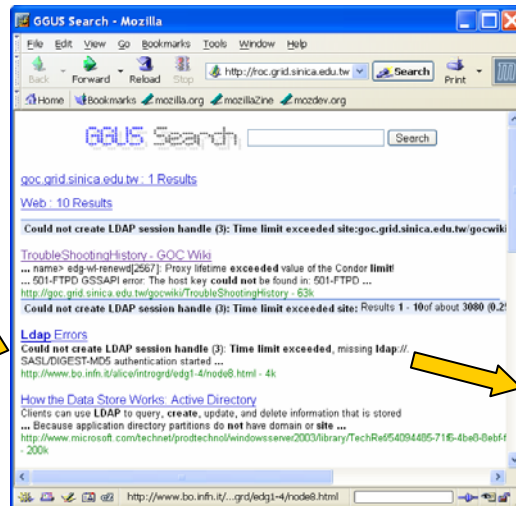
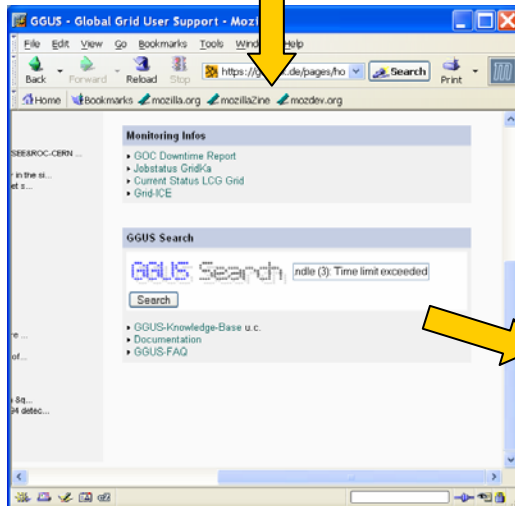
#
# filter: (objectclass=*)
# requesting: ALL
#
# local, grid
dn: mds-vo-name=local,o=grid
objectClass: GlueTop

# nsc, local, grid
dn: mds-vo-name=nsc,mds-vo-name=local,o=grid
objectClass: GlueTop

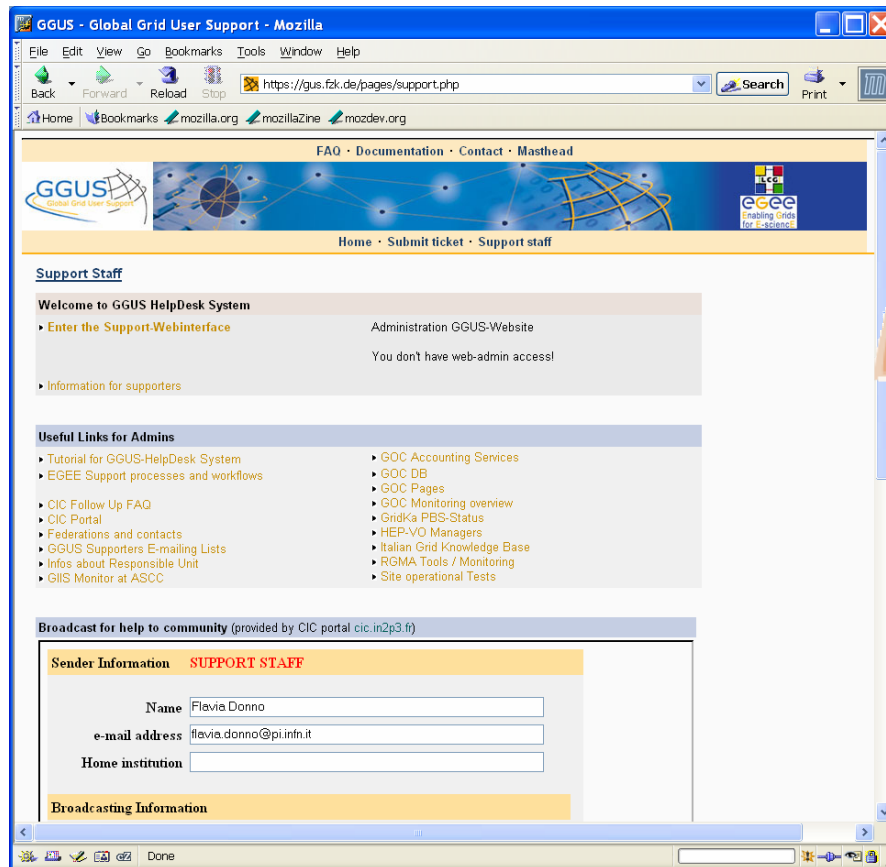
# pic, local, grid
dn: mds-vo-name=pic,mds-vo-name=local,o=grid
objectClass: GlueTop

# BIFI, local, grid
dn: mds-vo-name=BIFI,mds-vo-name=local,o=grid
    
```

**GGUS Search Engine**  
 On going work to make it faster and to look over a wider set of docs and DBs



# Who are the supporters and what do they need to do ?

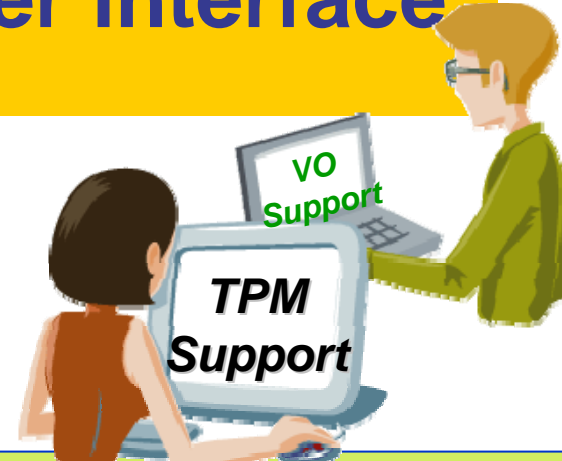


- TPM, TPM VO, VO Support, Specialized Support, ROC, ENOC
- You need to **register** in order to be able to use the GGUS portal (**GSI** or password based)
- Documentation available documenting the duties of a supporter: docs 1300, 1200, 1100, 8600.
- TPMs perform shift. Now 2 people from ROC-SE, 3 people from ROC-SW, 1 from ROC-CE, 1 from INFN/CERN
- **Supporter ?** If you think you have a good knowledge in Grid and have time to provide support, please contact your ROC or directly ESC at:

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

[project-eu-egee-sa1-esc@cern.ch](mailto:project-eu-egee-sa1-esc@cern.ch)

# The supporter interface



GGUS - Global Grid User Support - Mozilla

File Edit View Go Bookmarks Tools Window Help

Back Forward Reload Stop <https://gus.fzk.de/ws/overview.php?quali=solved&resultlist=1&ticket=4183> Search Print

Home Bookmarks mozilla.org mozillaZine mozdev.org

Responsible Unit: ROC\_CERN  
Status: **solved**  
Assigned to: yvan.calas@cern.ch

**Description:** RB km1179.cern.ch down ?  
Detailed description:  
Hi,  
  
It seems RB km1179.cern.ch is down at least since last friday.  
  
Selected Virtual Organisation name (from JDL): atlas  
\*\*\*\* Error: APL\_NATIVE\_ERROR \*\*\*\*  
Error: while calling the "NISClient:multi" native api  
IOException: Unable to connect to remote (km1179.cern.ch:7772)  
  
\*\*\*\* Error: UI\_NO\_NS\_CONTACT \*\*\*\*  
Unable to contact any Network Server  
  
Are you aware of that?  
Thanks,  
  
Cheers,  
David.

**Solution:** The new RB for VO Atlas is g4rb09.cern.ch

You may also want to look in the ticket history if there are any  
- preliminary solutions - internal diary entries - assignments to person - involved persons.

[TOP] [Modify ticket]

**History Ticket-ID: 4183**

Date of change / Last modifier	Action taken
2005-08-22 13:32 UTC David Bouvet	new (GlobalGridUserSupport)
2005-08-22 15:27 UTC Helmut Dres	assigned (ROC_CERN)
2005-08-22 16:50 UTC Laurence Field 3171	solved (ROC_CERN) This machine is not an RB This machine is no longer a Resource Broker.
2005-08-23 07:06 UTC David Bouvet	OK thanks, but what is the new ATLAS RB?
2005-08-23 07:06 UTC David Bouvet	reopened (ROC_CERN)
2005-08-23 07:17 UTC Yvan Calas 3892	solved (ROC_CERN) The new RB for VO Atlas is g4rb09.cern.ch

Transferring data from gus.fzk.de...

- The supporter interface has improved a lot.
- It is still accessible via a web portal (no reply to e-mails sent to <vo>-user-support@ggus.org from supporters)
- The ticket history is now clear: it is possible to track down actions and know the supporter who has taken them
- Escalation tickets are automatically issued in case the supporter or the user has not reacted to the ticket.
- TPMs are always informed about every ticket and action so that they can intervene.
- It is also possible to browse through tickets (open, solved, ...) per support unit, keyword, Ticket ID, etc.
- It is still not possible to see the tickets assigned to a specific supporter. However supporters are notified via e-mail.

# How are users and supporters trained ?



- NA3 participates to GGUS/ESC discussions. Using material partially produced by members of ESC in various occasions they have prepared training sessions for users. One of the event was the Biomed training in Clermont-Ferrand  
<http://agenda.cern.ch/fullAgenda.php?ida=a053765>
- The next training event for supporters (TPM, VO TPM and second level support) will be held in Karlsruhe on November 4-5. NA3 at FZK volunteered to help GGUS with the organization and with the training material
- The CERN Help Desk has been trained to direct users to GGUS.
- Supporters are also trained while doing their support job. They are assisted by more experienced supporters. They can always ask questions to [tpm-grid-support@cern.ch](mailto:tpm-grid-support@cern.ch) for technical support. They can contact [support@ggus.org](mailto:support@ggus.org) for procedural questions. A GGUS telephone hot line has been put in place.
- Documentation available for the duties of a supporter: docs 1300, 1200, 1100, 8600, 9100  
([https://gus.fzk.de/pages/info\\_for\\_supporters.php](https://gus.fzk.de/pages/info_for_supporters.php)). It is constantly updated.



# Who are our customers at the moment ?



• Our main customers at the moment are:

- **Grid Operations**
- **VO Users**
- **Generic Users**

• Grid Operations follow their own procedures for taking care of tickets. Only ROCs are involved in the solutions of these tickets.

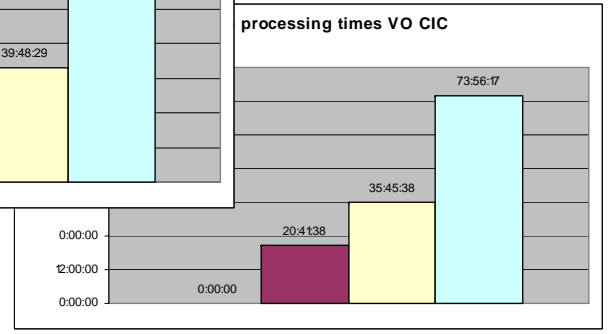
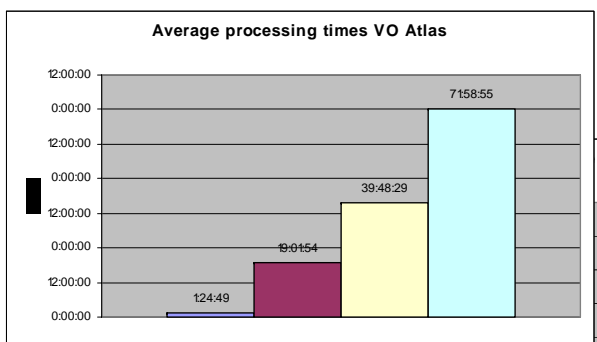
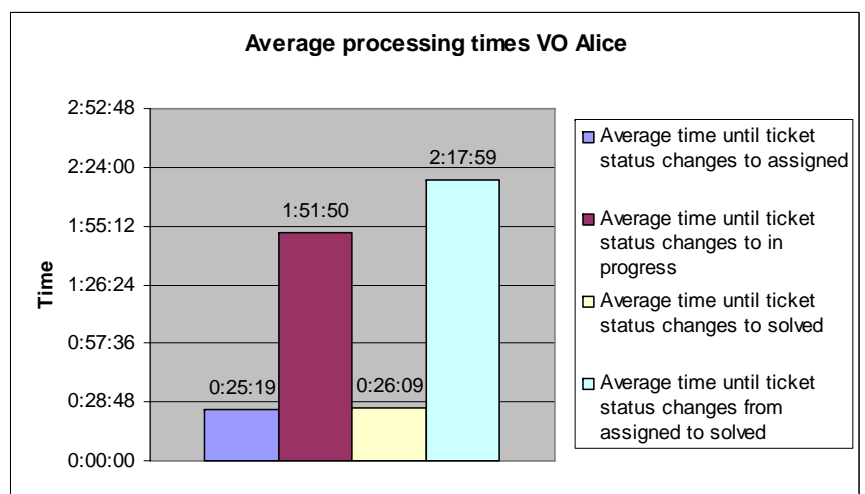
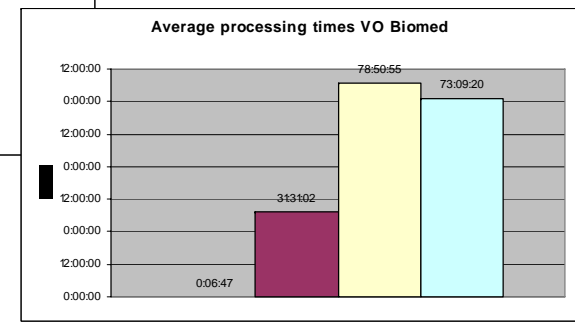
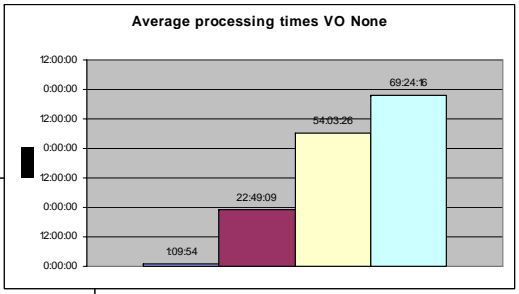
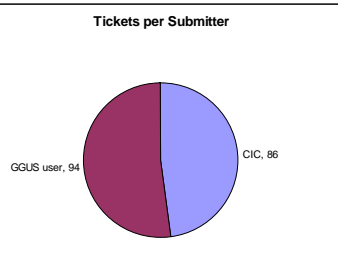
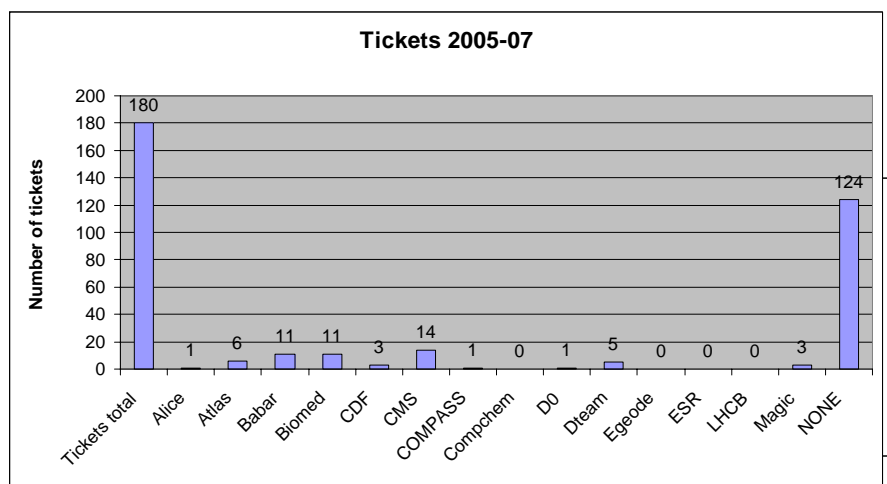
• VO Users receive answers from TPMs normally. If the problems are too specific to the VO in question, TPM VO takes over. They might solve the ticket or address it to a specialist in the VO. Tickets can come back to TPMs with more details and eventually addressed to the middleware developers.

• Production VO Users. They normally report site related problems. These problems are then assigned by the TPM to the ROC in charge of the specific site. Sometimes problems with the middleware arise. The problem is then followed by the specific developer and eventually a bug or a task in Savannah is open. There is still no mechanism in place to connect a ticket to a Savannah bug or task.

• Generic Users/Beginners. These tickets are normally addressed by the TPM. The solution is many times found using the GGUS search engine or explained clearly in the LCG-2 User Guide. In the solution the user is then addressed to the right source.



# Some statistics





# Major problems



## A list non exhaustive of the major problems is the following:

1. **Sites** are sometime very **slow** to solve problems
2. **Second level Supporters** are mainly concentrated **at CERN** (middleware, deployment, storage, etc.) and overwhelmed with work
3. There is **no dedicated support**. Everything works on a voluntary base: TPMs and Specialized Support.
4. Supporters training can be effective only if supporters are active. This is not the case for VO TPMs, for most of the time. VOs have not always answered to the request of providing a list of people for the TPM VO. **Existent TPM VO** needs to be much **more active** and provide answers.
5. **VO Users** need to be **encouraged** to use the GGUS system (I have tried that through mailing lists). We can only improve with feedback and effective usage. Fortunately we are seeing an increase of GGUS usage at the end of August/beginning of September.
6. The **interfaces** between GGUS and ROCs have **not yet been completed**, for example the interface to ROC UK. Procedures are being established to forward tickets to ROC US but more active involvement is needed. A channel with NorduGrid has yet to be not established.
7. The **ticketing interface** can be still **improved**, for instance to automatically change the status of tickets to “in progress” or “solved”. Sometime a ticket stay open because the specific supporter has forgotten to close it. Fortunately the TPMs do a good monitoring. There is a long plan of actions on the ticketing interface. However, most supporters feel that the interface is workable.
8. Still **far** from having a real **distributed support**. Taiwan and US need to be more involved.

# ROC Integration status at July 05



- **Some ROCs set up an helpdesk system interfaced to GGUS following the Grid.it example using OneOrZero:**
  - **IT:** in production since March 14<sup>th</sup> → OneOrZero replaced by xoops/xhelp in August
  - **SE:** in production since April 25<sup>th</sup>
  - **RU:** in production since May 23<sup>th</sup>
  - **SW:** in production since July 18<sup>th</sup>
  - **CE:** almost ready
- **Some ROCs had different helpdesks inside their federation:**
  - **GER-CH:** helpdesk based on Remedy, interface to GGUS ready but not yet announced
  - **FR:** home developed helpdesk, interface to GGUS ready by September
  - **NE:** helpdesk based on RT open to local users since April, plan to be interfaced to GGUS asap
  - **UK-I:** helpdesk based on Footprint, planned to be interfaced to GGUS but no manpower available
- **For ROCs outside EGEE effort started after last Operation Workshop:**
  - **Asia/Pacific:** helpdesk based on OTRS, documentation provided to developers, interface to GGUS in progress
  - **OSG:** iGOC helpdesk based on Footprints, but not yet clear if an interface to GGUS for each OSG Support Center is required, or just one for OSG-iGOC is enough.

# The GGUS portal : resilience to failure



***GGUS/ESC is now taking part to the Grid Operations meeting.***

***GGUS/FZK has been unstable.*** Grid Operations were disturbed by the portal being unstable for more than a week and unavailable for few days. The instability of the system some weeks ago was caused by a process running on the REMEDY server that was conflicting with REMEDY. This has been understood and sorted out.

*In the middle of September there will be a backup system that can become operational within an hour in case the main system has problems.*

*Furthermore, GGUS/FZK is working on a redundant system consisting of two servers sharing the load. If one fails the other can take over the whole work. This will take a little bit longer to set up. GGUS will inform this meeting when the system is operational.*

***GGUS/FZK is not resilient to network failures.*** A plan needs to be put in place to create a clone of the infrastructure somewhere else (for instance in Taiwan). This was an explicit request coming from Grid Operations to make the infrastructure more robust. This is going to take some time.

# Improvements introduced in July 2005



- 1. Implementing an Email to ticket interface to be used by 9 VOs**
- 2. Implementing an Email to ticket interface for [helpdesk@ggus.org](mailto:helpdesk@ggus.org)**
- 3. New labels in top navigation and ggus start page**
- 4. Addition of new documentation and wiki pages**
- 5. Implementing a mechanism that guarantees going links to the newest version of documents within the egee-docs-section**
- 6. Improvement of the user search in solved tickets, which is now more fault-tolerant and not case sensitive.**
- 7. Presentation of the ticket information/modification/history in a better viewable form**
- 8. Adding some more javascripts that help user/staff using webforms correctly**
- 9. Introducing TPM as displacement/substitute for SOD**
- 10. Help from ROCs to do shift for TPMs**
- 11. New Search Engine**
- 12. Reviewed all TPM VO Support lists. Contact with experiments**
- 13. ...**



# What is going to be available in the next months [~end of September] ?



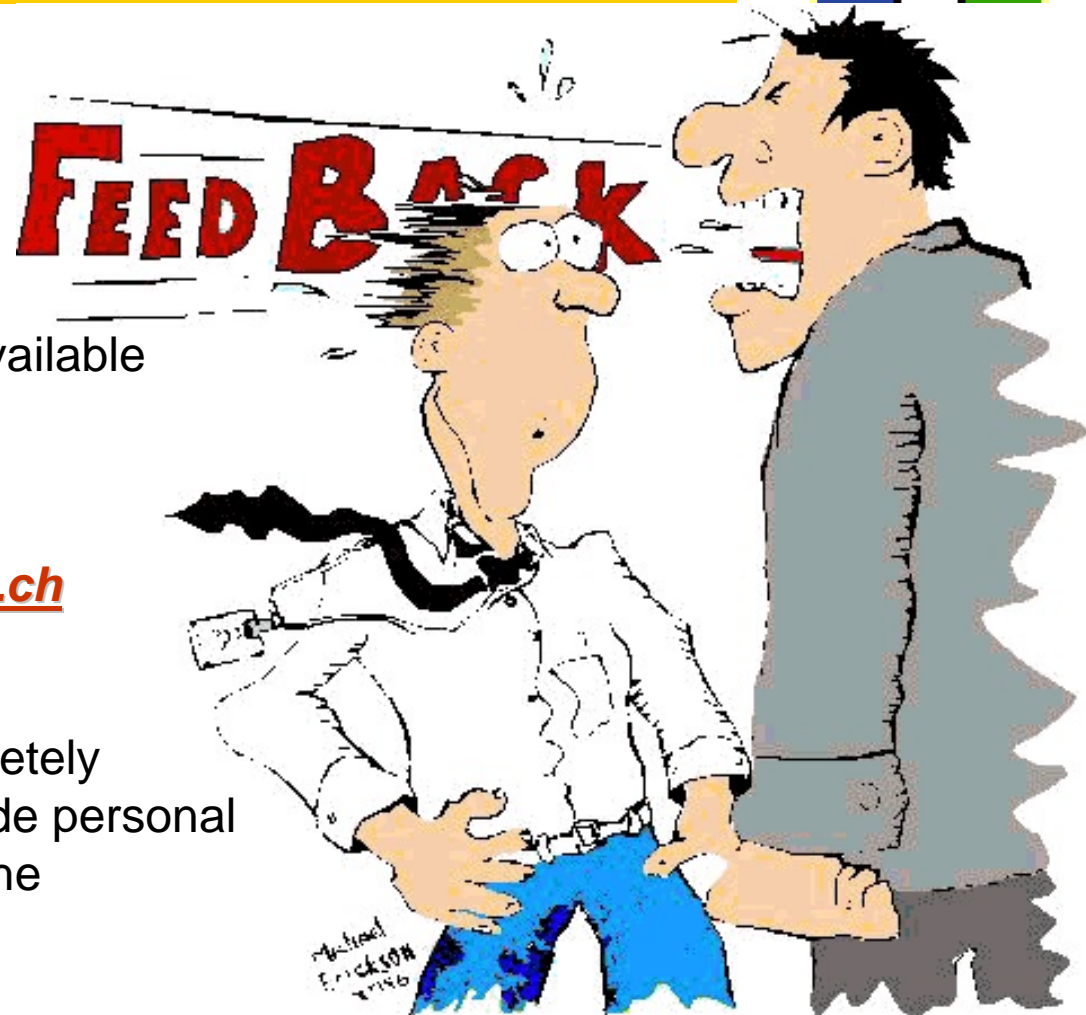
- 1. Automate the supporter process of filling in ticket forms via pop-up help windows (if solution filled in – “would you like to close this ticket?”, change automatically ticket status to “in progress” if action taken by supporter, etc.)**
- 2. Reconsider the handling of attachments within the email to ticket interface.**
- 3. Improvement of the mail templates.**
- 4. Preparation of a new concept for GGUS-News**
- 5. Defining different ticket end states (won't fix, open bug in Savannah, etc.)**
- 6. Ensure the availability of GGUS through backup and fail-safe systems**
- 7. Interfaces to other grids (NORDU/OSG)**
- 8. Preparation of a new concept for *metrics***
- 9. Prepare to support the Service Challenge (to be discussed at the next LCG Operation Workshop).**



# Feedback



- It is very important for us to get feedback
- An electronic feedback form is available on the GGUS portal. You can always send e-mail to [support@ggus.org](mailto:support@ggus.org) or [project-eu-egee-sa1-esc@cern.ch](mailto:project-eu-egee-sa1-esc@cern.ch)
- The electronic feedback is completely anonymous. If you want to provide personal information you have to do it in the feedback field.





# Conclusions



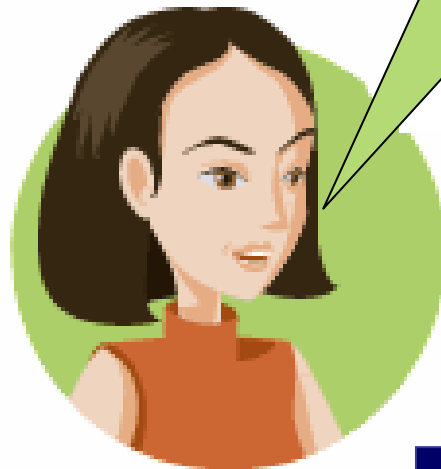
- We think the functionality and usability of the GGUS system has improved a lot in the last months (it does not introduce delays beside the supporters response time – we are trying to provide an accurate metric for this).
- GGUS/ESC is functioning quite well. Now we have representatives from ROCs, NA3, VOs, GGUS/FZK, CERN.
- The existent interfaces with the ROCs are very handy and work well. The ones that are not there are really missed (ROC\_UK, OSG, NorduGrid, etc.). However we are moving forward also on this.
- The ticket traffic is increasing (we have many more CMS and ATLAS customers – still very few from Alice and LHCb). We still do not know what a real figure would be for the number of ticket one should expect. At the moment the GGUS infrastructure is well dimensioned, especially after getting the help of the ROCs for the TPMs.
- We would like to have more involvement from the VOs.
- People in France have done a good job with the CIC portal. VO specific views need to be put in place with the help of the VOs. Please, give feedback.
- We need more supporters in order to help the supporters at CERN who now are the main source of knowledge and help.



And ....



Thank you!



CERN LCG Grid Deployment Board  
Global Grid User Support

Flavia Donno  
for LCG/GGUS Executive Support  
Committee (ESC  
INFN – Pisa and CERN

