WLCG-OSG-EGEE User Support

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User Support is:

- User education
- Simple access to a broad range of information
- Day-to-day support for the users of grid data, compute, networking and VO specific services
- Application integration and support

Agenda

- OSG user support for LHC experiments
- EGEE user support for LHC experiments
- OSG-EGEE interoperability in operations and support
- LCG specific issues
- Future challenges

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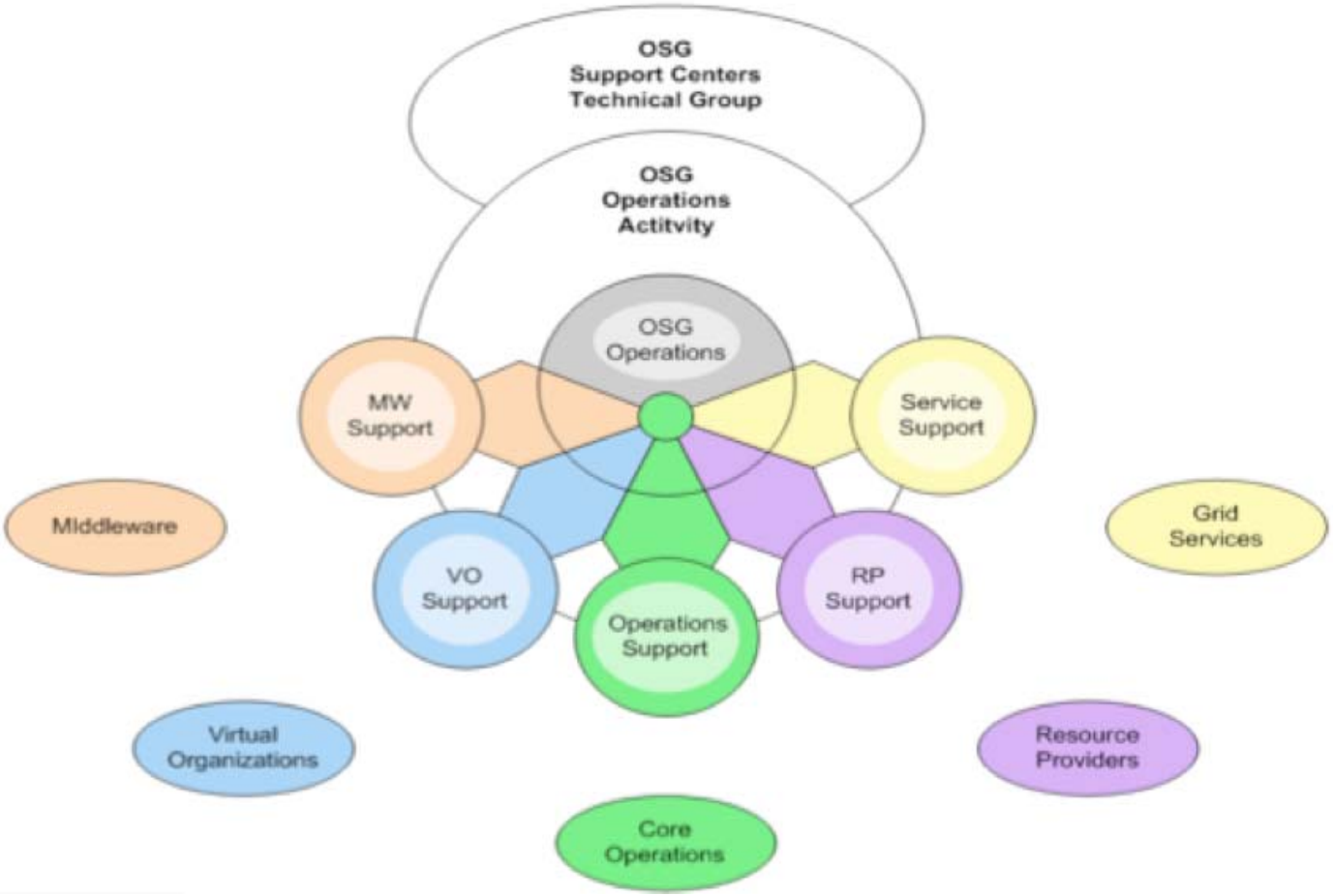
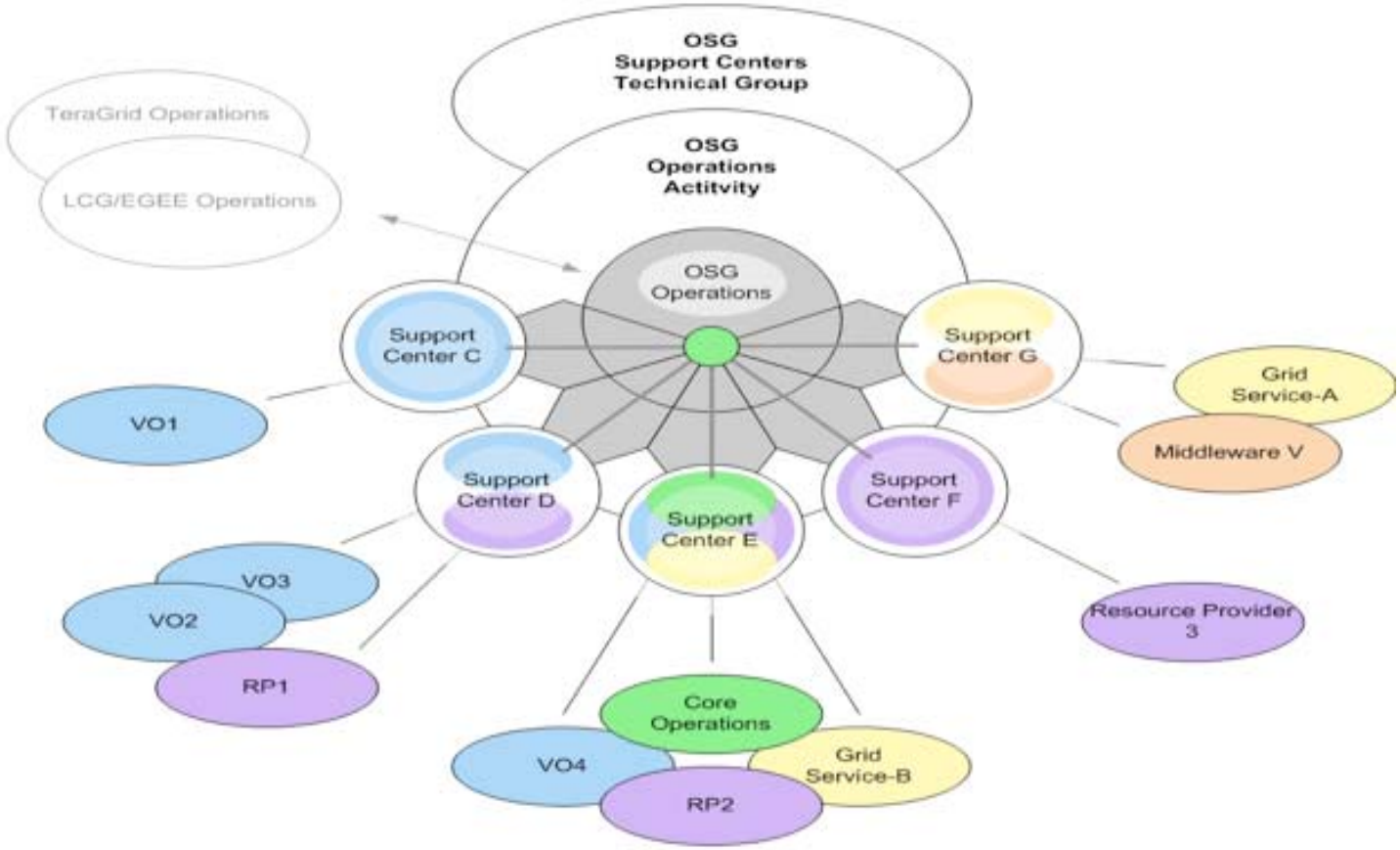
Support Mechanisms in OSG

- Support Centers
  - VO Support Centers
  - Resource Support Centers
  - Service Support Centers
  - Middleware Support Centers
  - Community Support
- OSG – Grid Operation Center
  - Operations Support
  - Support for Virtual Organizations

Logical Support Model



Physical Support Model



Conclusion

- The goal of the OSG support model is to provide OSG users and resources with rapid responses to reported issues.
- Each VO supports their own users and resources.
- There is an OSG Grid Operations Center for coordination and routing of issues along with critical infrastructure components.

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EGEE support

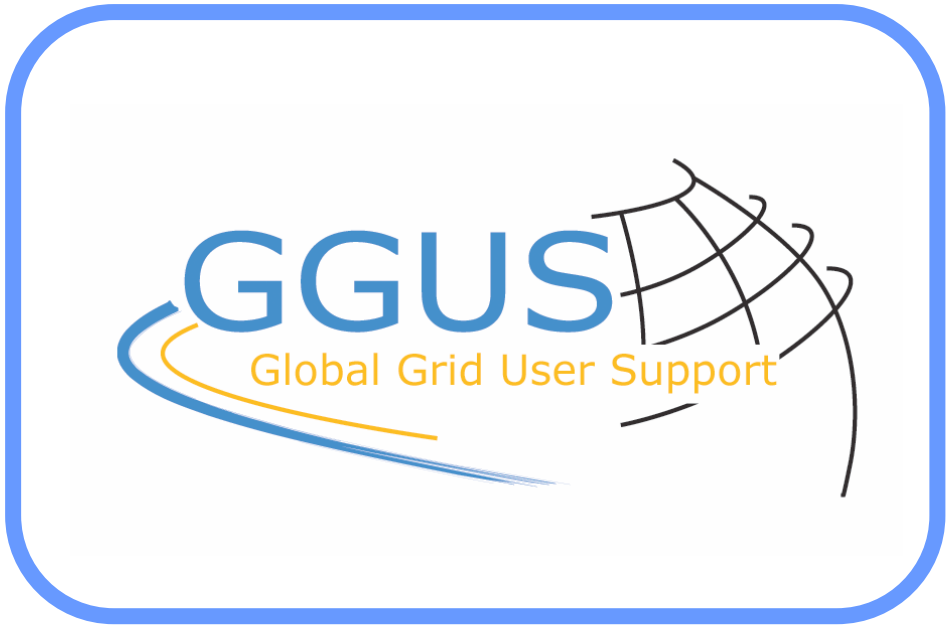
- Global Grid User Support (GGUS) is the EGEE support infrastructure for Grid users, deployment and operations problems

- It does not substitute but integrate existing infrastructures and coordinates support efforts

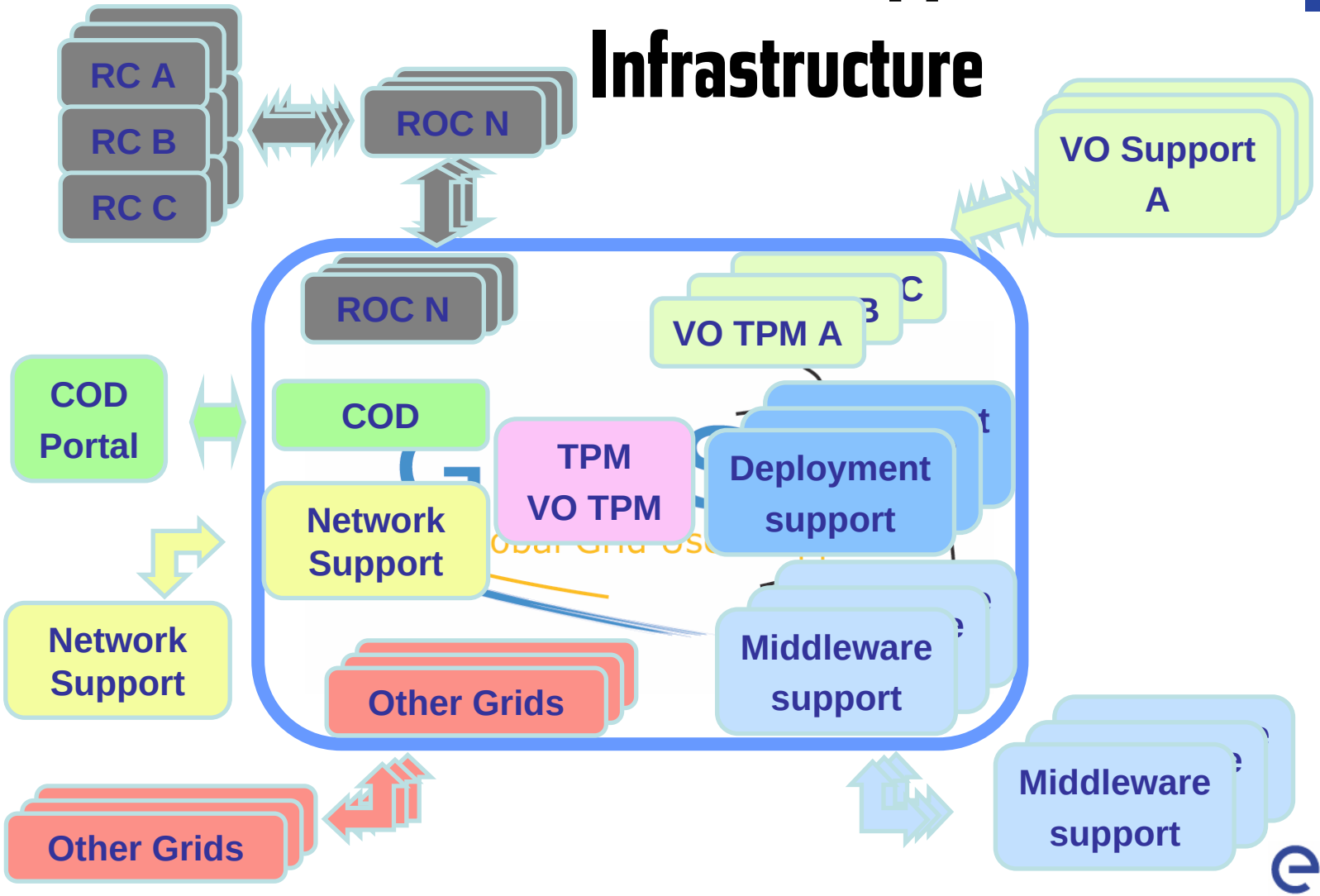
A little history

- GGUS started in 2003 as a prototype support system in LHC
- Strictly hierarchical structure in LCG (tier model)
- EGEE meant migration to a different operations model:
  The federative approach
- Regional Operation Centres instead of a Grid Operation Centre
- Different approach was needed in user support also

The EGEE Support Infrastructure

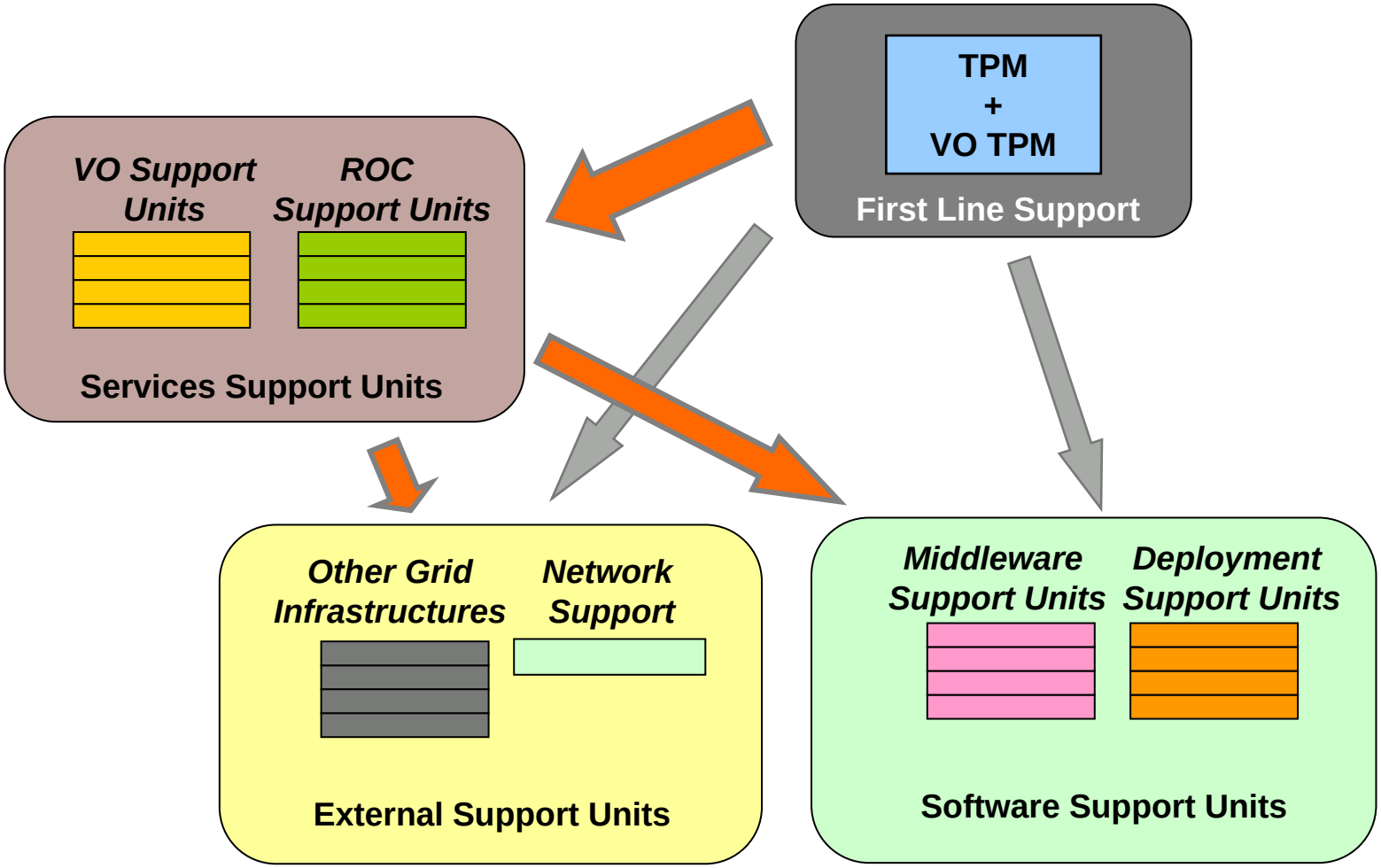


The EGEE Support Infrastructure



Enabling Grids for E-sciencE

Support Workflow



Enabling Grids for E-sciencE

Conclusions

- GGUS provides an entry point for reporting problems and dealing with the grid
- GGUS offers a portal where users can find documentation, and search engines to find answers to resolved problems
- Solutions are stored in GGUS and Wiki pages are compiled for frequent or undocumented problems/features

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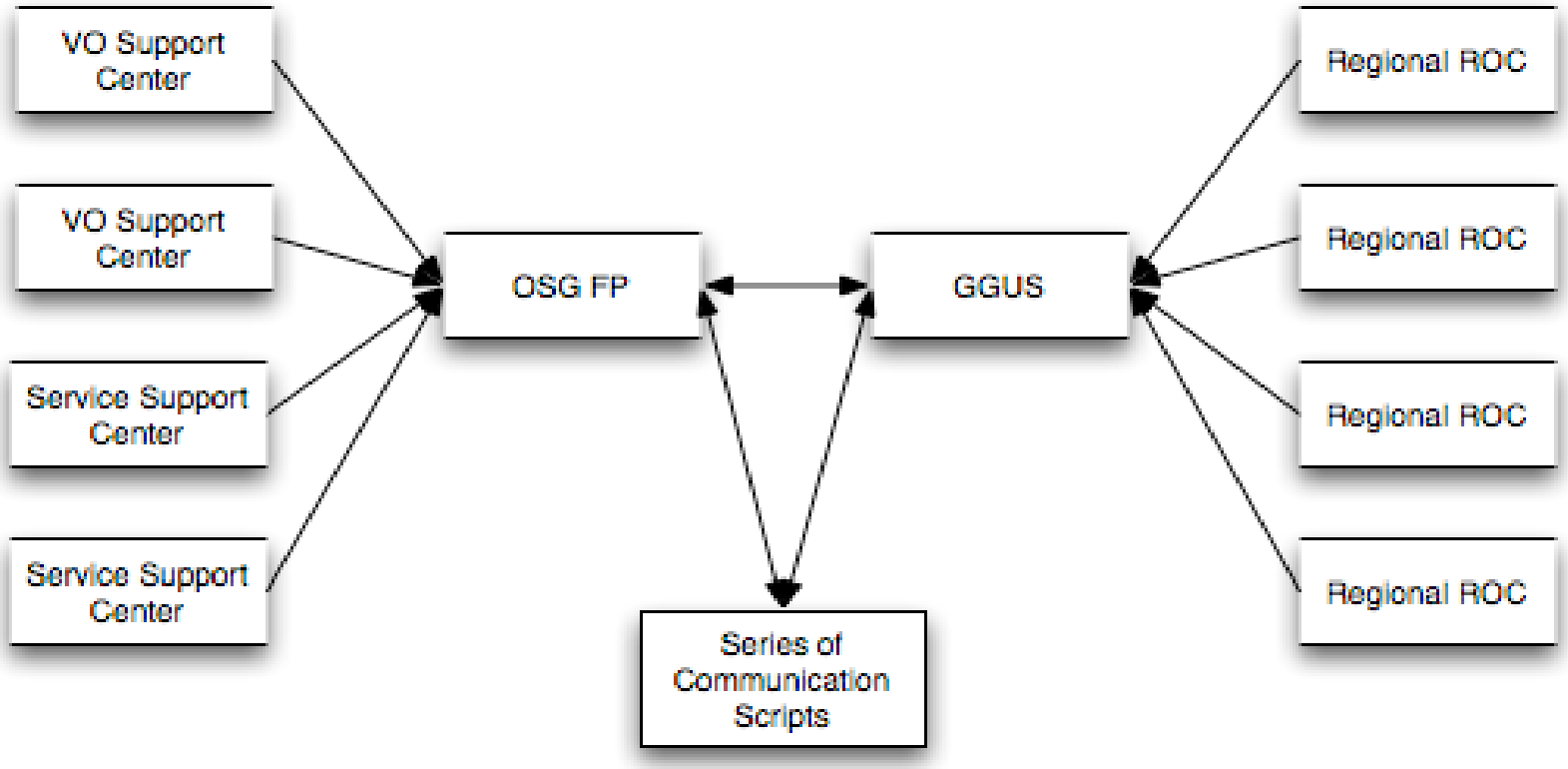
- Open issues – future challenges

Communication channels

- Joint Meeting (~every 6 months)
- Weekly WLCG Operations Meetings
- Individual Communications
  - Software groups
  - Monitoring groups
  - Operations teams
- The "Ops VO"
  - SFTs

Ticketing systems connected



Conclusions

- The process has begun
- Communications are flowing
- Operations problems are getting solved
- Both EGEE and OSG are committed to interoperability
- Interoperations with other grids will be addressed
- Successful Interoperations = Operations

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Complaints

- "Ticket solving takes too long..."
  - Training the supporters
  - Ticket prioritising
- "Tickets are routed wrongly..."
  - Training the supporters
  - Involving the LHC experiments in first line support
- "The system is too heavyweight/complicated..."
  - <vo>-user-support@ggus.org

Involvement of LCH experiments

- VO users
  - Tickets submitted to GGUS via email or portal
- First line support
  - Tickets are/should be first analysed by the VO
  - The VO decides if a problem is VO specific
  - Ticket routing will improve
- VO services/software support
  - VO specific problems dealt with by the VO

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Future Challenges

- Involve more partners in support
  - Share the workload
  - Spread the knowledge
- Improve supporters responsiveness
  - Training
  - Raise awareness for support issues
  - More resources (more supporters)

Future Challenges

- Improve accuracy of answers and solutions
  - Training
  - Monitor support groups' performance
- Improve response times
  - Training
  - Define SLAs together with operations
- Keep the support infrastructure up to date
  - Fill holes
  - Include new areas

Future Challenges

- Involve the VOs (LHC-Experiments) in the first line support
  - Better problem classification
  - Faster problem resolution
  - Vital for scalability of the infrastructure