

Use cases to analyze
OSG<-->EGEE issues.

Slides for discussion

(a work in progress)

D.O.

Support Center

Legend

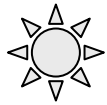
User with problem
(or problem user)

Support Unit

resource

VO support

user



Ticket system

TPM

GGUS portal



OSG side

EGEE side

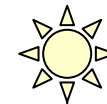
Resource support

Middleware support

middleware

ROC

Other SU



ROC ticket system

ROC

ROC support domain

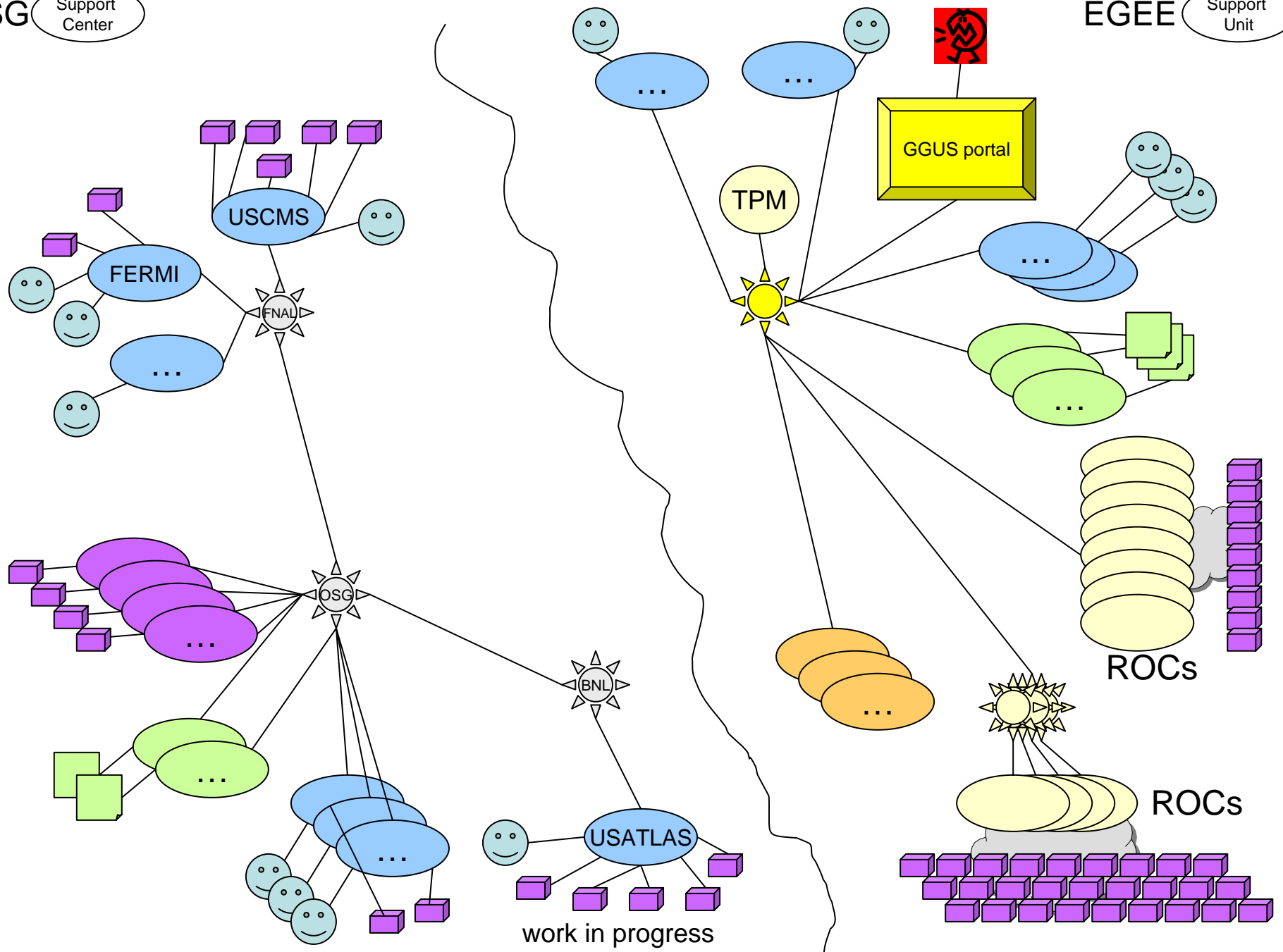


resources "supported" beneath ROC

work in progress

OSG Support Center

EGEE Support Unit



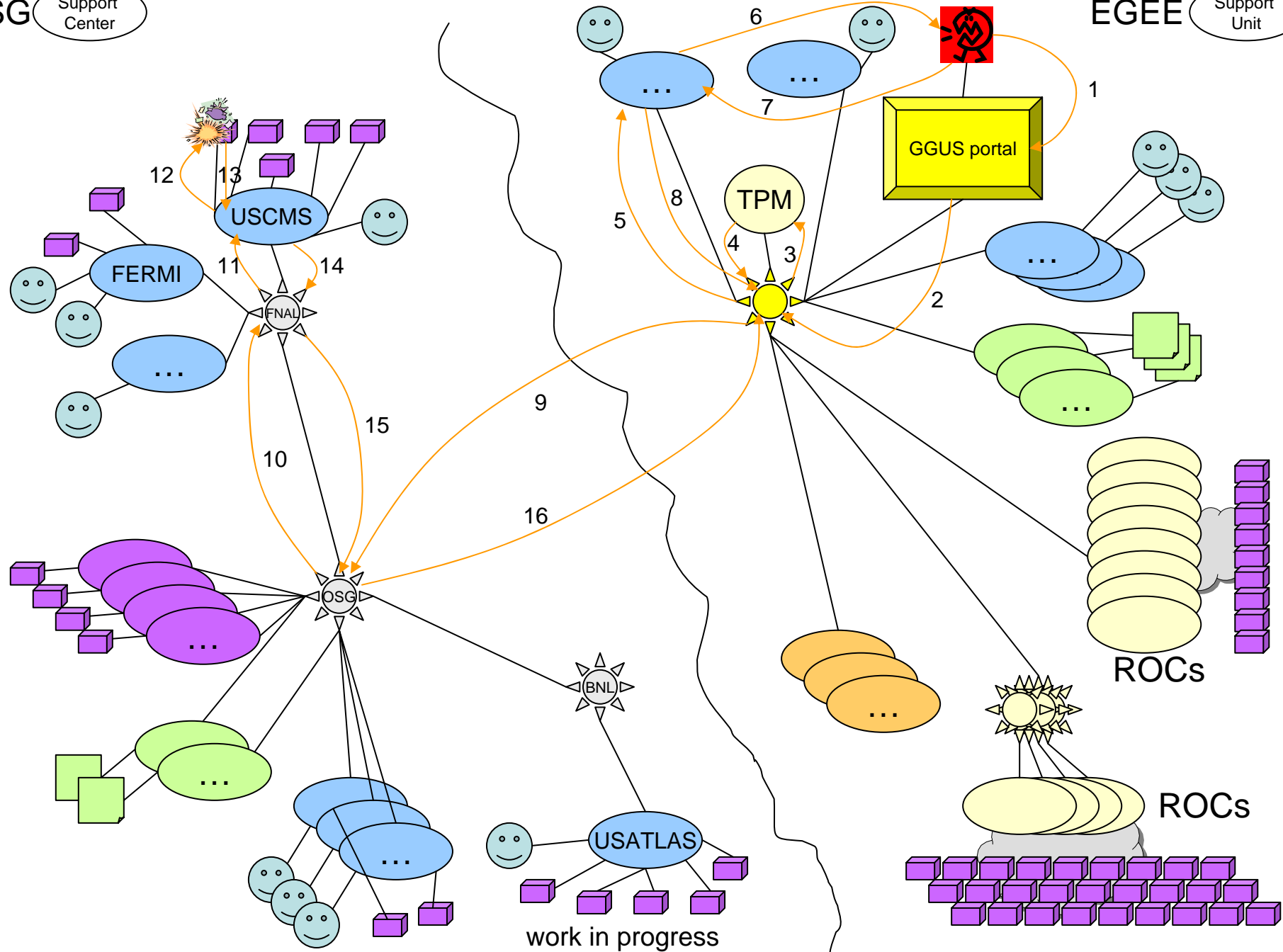
Problem 1

- User, as member of VO V, at location X has problem, jobs crashing at location Y but running fine at locations A,B,C; submits problem at GGUS portal
 - TPM sees ticket, does not see immediate solution, assigns ticket to VO V support unit
 - Or user submits ticket and self identifies as member of VO V, ticket is assigned automatically to VO V support unit
 - OSG – ticket assigned to V-SC, by user choice of VO V
- Some support person identifies cause as configuration at location X, notes this in ticket and assigns ticket to support (C,U) for location X
- Homework problem
 - diagram this for
 - EGEE, OSG, EGEE->OSG, OSG->EGEE
 - for X on OSG, V-SC supports X, V-SC does not support X
 - Who diagnoses problem?
 - Who talks to user?
 - Who talks to admin at location X?

work in progress

OSG Support Center

EGEE Support Unit



Case I (VO V is not CMS)

1. User posts to GGUS portal about problem running job a USCMS site
2. GGUS portal enters ticket into ticket system
3. TPM looks at ticket
4. and assigns it to
5. VO V support unit
6. VO V support unit communicates with user to diagnose problem
7. User provides more info to support unit
8. VO V support unit updates ticket with description of misconfigured node at USCMS site [how did S.U. know that xxx.fnal.gov was uscms responsibility?]
9. and assigns GGUS ticket to OSG with uscms flag
10. Footprints interface to GGUS creates ticket, records GGUS ticket number and assigns to USCMS because of USCMS flag.
11. FNAL Remedy ticket system creates ticket and assigns to USCMS
12. USCMS support center looks at ticket and contacts resource and contacts resource admins to fix problem
13. Resource admin replies to support center when problem is fixed
14. USCMS S.C. updates and closes Remedy ticket
15. Which automatically updates and closes the OSG ticket
16. Which automatically updates and closes the GGUS ticket
17. [I don't know what happens on the EGEE side when a GGUS ticket closes]

work in progress

OSG user support ticket life

- Person reports problem to VO support center (VO SC)
- Someone in VO SC analyzes reported problem and decides how to fix or forward ticket
 - Simple
 - report back to user, OSG does not see ticket or problem
 - Problem with external resource
 - VO SC assigns ticket to RP SC describing problem to be fixed (not just users description)
 - RP SC fixes something & reports back to VO SC
 - VO SC reports to user & asks to test fix
 - User should respond
 - Iterate if necessary

User Support Validation

- What periodic testing and review should be done to maintain functioning inter-grid user support?