

## **Ticket Process Management**

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Some content from presentation by Mario David, LIP







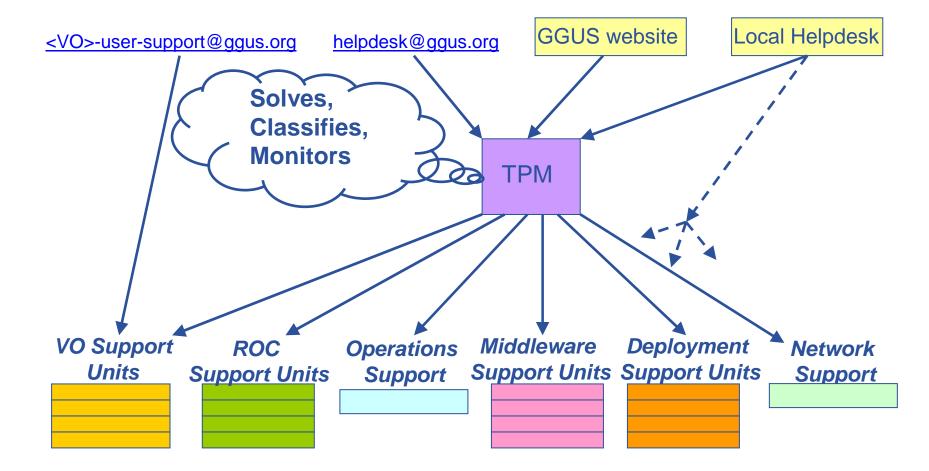
**INFSO-RI-508833** 



- **1. Introduction to TPM**
- 2. TPM Responsibilities
- 3. Who does TPM?
- 4. Change over
- **5. Help/Documentation**
- 6. Getting Involved
- 7. Questions



 Ticket Process Management: the key component of the GGUS/EGEE helpdesk.



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- Duties:
  - Closing simple trouble tickets (general grid middleware)
  - Notifying users about the status of their tickets
  - Routing other tickets to the correct place for processing
  - Reacting to alarms that tickets have not been processed
  - Ensuring that information in appropriate tickets is copied to the Wiki/knowledge base.
  - Ensuring the responsibility is passed on to the next ROC in a timely, well coordinated way
- CIC-on-Duty tickets should not be handled by the TPM
- This is all performed using the GGUS web portal and emails sent by GGUS to inform the TPM of new/modify/solve/escalated tickets.



- Teams of 2-3 from a participating ROCs plus people from CERN.
- Each team is responsible for one week in rotation from 12pm UTC Monday.
- The ROC managers' group agrees the schedule (see <u>https://gus.fzk.de/pages/tpm.php</u> for the current schedule).
- The workload in this week is reported to be about 2-8 hours, GGUS handles about 100 new tickets a week, but most are correctly assigned to VOs, TPMs deal with about 20 (May 2005).
- At the moment there are the following 6 teams: ROC-SE(x3), CERN/ROC-Russia, ROC-SW and ROC-CE. Giving one duty week in six.
- More ROCs are providing TPMs therefore becoming a ROC is responsible less often.



- The email addresses for the TPM are changed automatically according to the TPM schedule at 12pm UTC Monday.
- Then the current TPM opens a ticket with a title such as "Handover of TPM from ROC-UK 16-May 2005", with any information that needs to be passed on, which the new TPM solves to acknowledge that they are now responsible.
- The ROC manager is responsible for ensuring there are appropriate people able to be TPMs.



- Help while being a TPM:
  - <u>tpm-grid-support@cern.ch</u> more experienced TPM for technical questions.
  - <u>support@ggus.org</u> GGUS portal/procedural questions
  - +49 724 782 8383 emergency help on GGUS
  - 2<sup>nd</sup> level supporters precise ticket classification
  - SA1 docs: <u>http://egee-docs.web.cern.ch/egee-docs/</u>:
    - 1100/1300 using GGUS,
    - 1200 GGUS workflows,
    - 8600 Information on TPMs and
    - 9100 GGUS support model
- Help solving tickets
  - Lots of documentation: FAQs, Knowledge bases, Wiki, search engines, contact lists, etc., linked from GGUS site.
  - Tools like: SFT, downtimes, gstat, etc.,



- We need volunteers; the UKIROC is planning on providing TPM support in February!
  - Email Philippa or Jeremy if you are interested in helping
- Read the documentation especially SA1 document 8600
  - <u>http://egee-docs.web.cern.ch/egee-</u> <u>docs/support/documentation/pdf/8600\_FAQ\_for\_TPM.pdf</u>
- **GGUS** supporter training (two days of this with practicals!):
  - 2-3 Feb @ CERN (see <a href="http://agenda.cern.ch/fullAgenda.php?ida=a058117">http://agenda.cern.ch/fullAgenda.php?ida=a058117</a>)
  - Possible training in UK by Philippa or me if people want it
- All sites/people/ROCs interested in participating should contact TPM mailing list <u>tpm-cern-support@cern.ch</u>.



## **Questions?**

Enabling Grids for E-sciencE

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Enabling Grids for E-sciencE

- "Documentation" link, "GGUS Search Engine" and links on "Support" page at <a href="http://www.ggus.org/">http://www.ggus.org/</a>
- FAQs: http://goc.grid.sinica.edu.tw/gocwiki/SiteProblemsFollowUpFaq
- Downtimes: <u>http://goc.grid-support.ac.uk/gridsite/operations/downtimes.php</u>
- Site Functional Tests: <u>https://lcg-sft.cern.ch:9443/sft/lastreport.cgi</u>
- Contacting a ROC: <u>https://cic.in2p3.fr/index.php?id=rc&js\_status=2</u>
- Gstat: <u>http://goc.grid.sinica.edu.tw/gstat/</u>



## Help – being a TPM

- If you have technical questions concerning the Grid middleware and how to solve a problem, you can always send e-mail to <u>tpm-grid-support@cern.ch</u> and ask more experienced TPMs to help you.
- If instead you have questions about procedures (e.g. "How can I assign a ticket to...?", "How can I search all tickets for ...?", etc), then you can send email to <u>support@ggus.org</u>.
- For urgent problems with the GGUS portal, you can call the GGUS hotline: +49 724 782 8383.
- You can also ask other specialized supporters (second line support) to help you understand how to correctly assign tickets, where you are not sure of where exactly to assign a ticket

## Help – General Documentation

- http://egee-docs.web.cern.ch/egee-docs/
- ->Support->Documentation->Supporter
- See ducuments:

**eGee** 

- 1100 & 1300 - How to use GGUS

Enabling Grids for E-sciencE

- 1200 The GGUS workflows
- 8600 Information on TPMs
- 9100 The GGUS support model