eGee

Enabling Grids for E-sciencE

Communication tools between Grid Virtual Organisations, middleware deployers & sites

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Enabling Grids for E-sciencE

- **Aim of this talk**
  - Present the extension of the Global Grid User Support (GGUS) into a tool that identifies and helps fixing technical or communication problems, rather than yet another ticketing system.

- **Parts of the talk**
  - GGUS features.
  - GGUS as a communication tool.
  - GGUS as a Grid health checker.
  - Use cases.
  - Invitation.

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- **Expandable Support Units (SUs) reflecting the project's operational structure:**
  - Virtual Organisations (VOs)
  - Regional Operations Centres (ROCs)
  - Grid Sites
  - Service managers and experts
- **Web interface monthly improvements' updates.**
- **Email submission possibility with secure web access.**
- **Online documentation regularly revisited.**
- **Free FAQ creation service and upcoming knowledge base.**
- **Persistent URLs to (re-)use for reporting.**

- **Ticket submission is easy for all users via:**
  - email to helpdesk@ggus.org
  - web form (register first or load your certificate on your browser).
- **Ticket update is easy for all registered supporters**
  - the current structure being flat ➔all supporters can update any ticket.
- **Weekly escalation reports sort all GGUS tickets under different criteria.**
- **Grid Deployment (GD) team supporters analyse these reports and comment on each problem case explicitly at:**
  - the weekly operations' (OPS) meeting.
  - every ROC managers' meeting.

- **Tailored database <u>searches</u> show where process changes are necessary. Example: Status 'assigned' for over X days should probably trigger an automatic reminder.**

- **Changes may be new SUs, documentation, reports, Operational Level Agreements changing ticket's status.**

- **A savannah "<u>Shopping List</u>" (SL) of such changes is discussed weekly between GD supporters and GGUS developers.**

- **Implementations of about 20 such SL tickets are included in every <u>monthly GGUS release</u>.**

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- **VO Authorisation structure changes. Sites must update VO configuration files:**
  – VO-ID card update or OPS meeting announcement.
  – GGUS ticket assignment to all ROCs.
  – ROCs follow-up with their sites.
  – VO supporters monitor via the usual channels [slide 4].

- **Middleware fix or work-around must be adopted by all users:**
  – Release published in the gLite repository.
  – Documentation available on twiki, gocwiki and/or ggus pages.
  – GGUS ticket announcement to all relevant VOSupport SUs.
  – VO supporters propagate via VO-internal information channels.

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- **Follow the links from these slides for details. Read more in the abstract.**

- **Go to the GGUS demo today.**

- **Use https://ggus.org and tell ggus-info@cern.ch what should change and why.**

Thank You