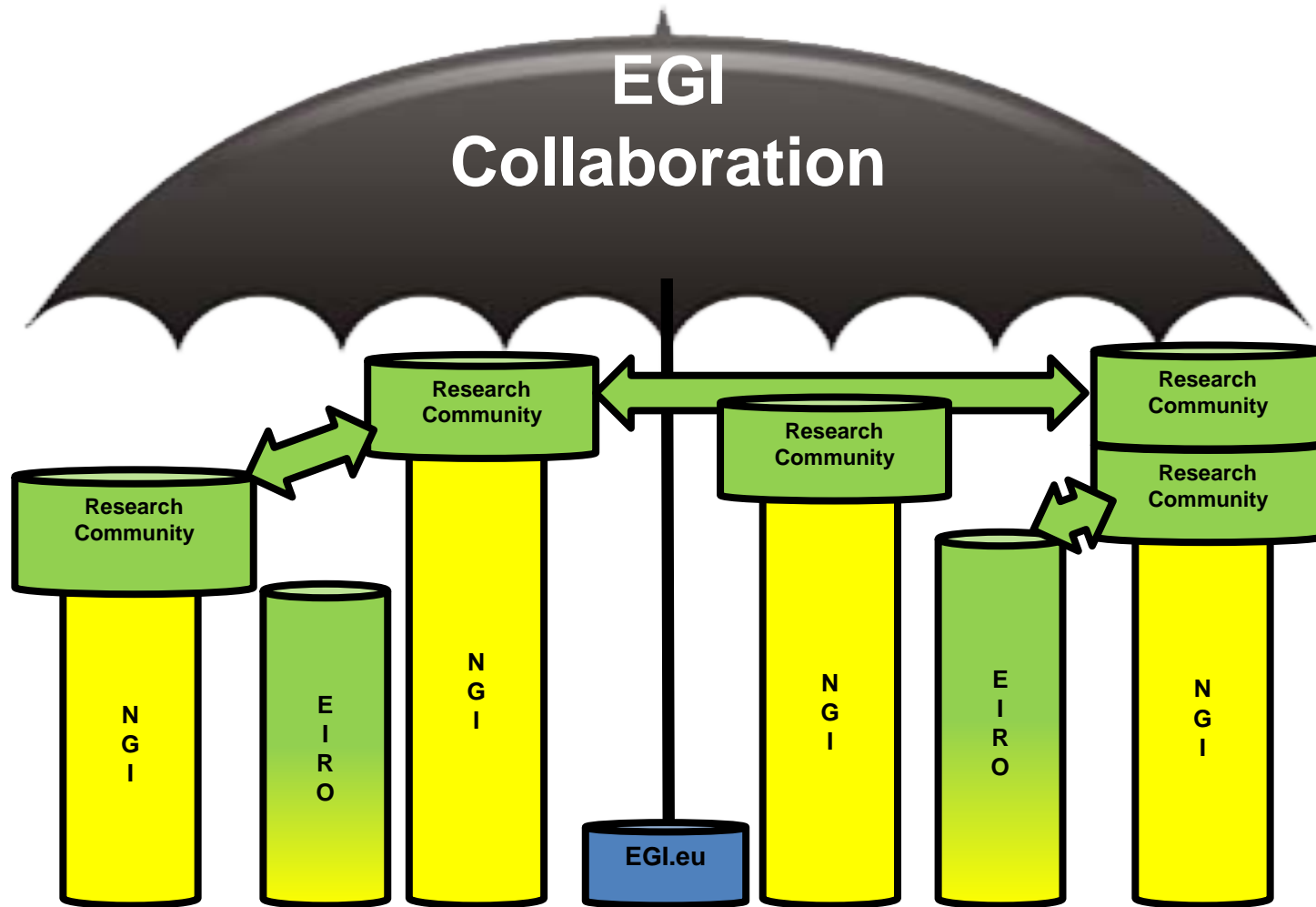


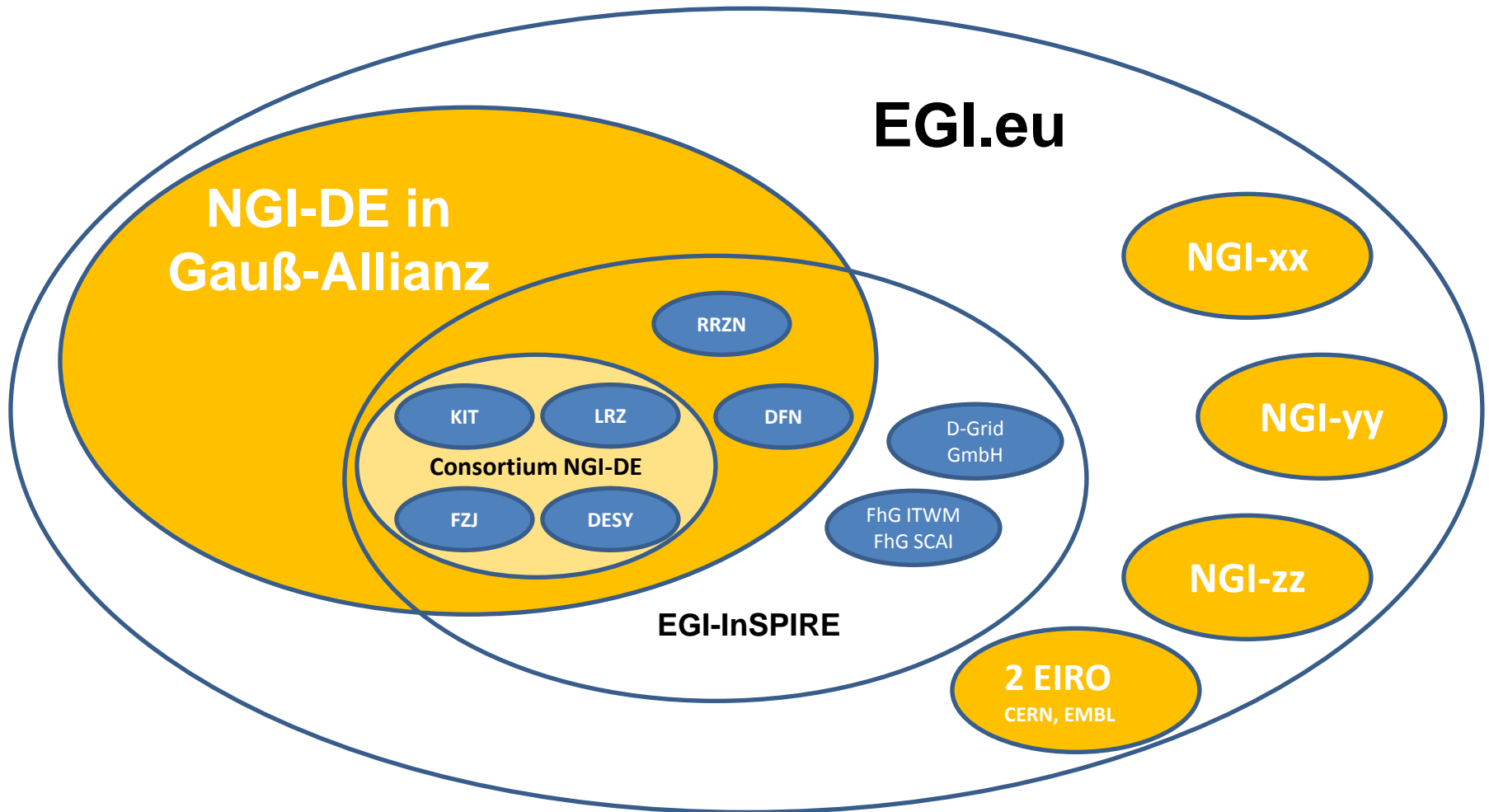
User Support for Distributed Computing Infrastructures

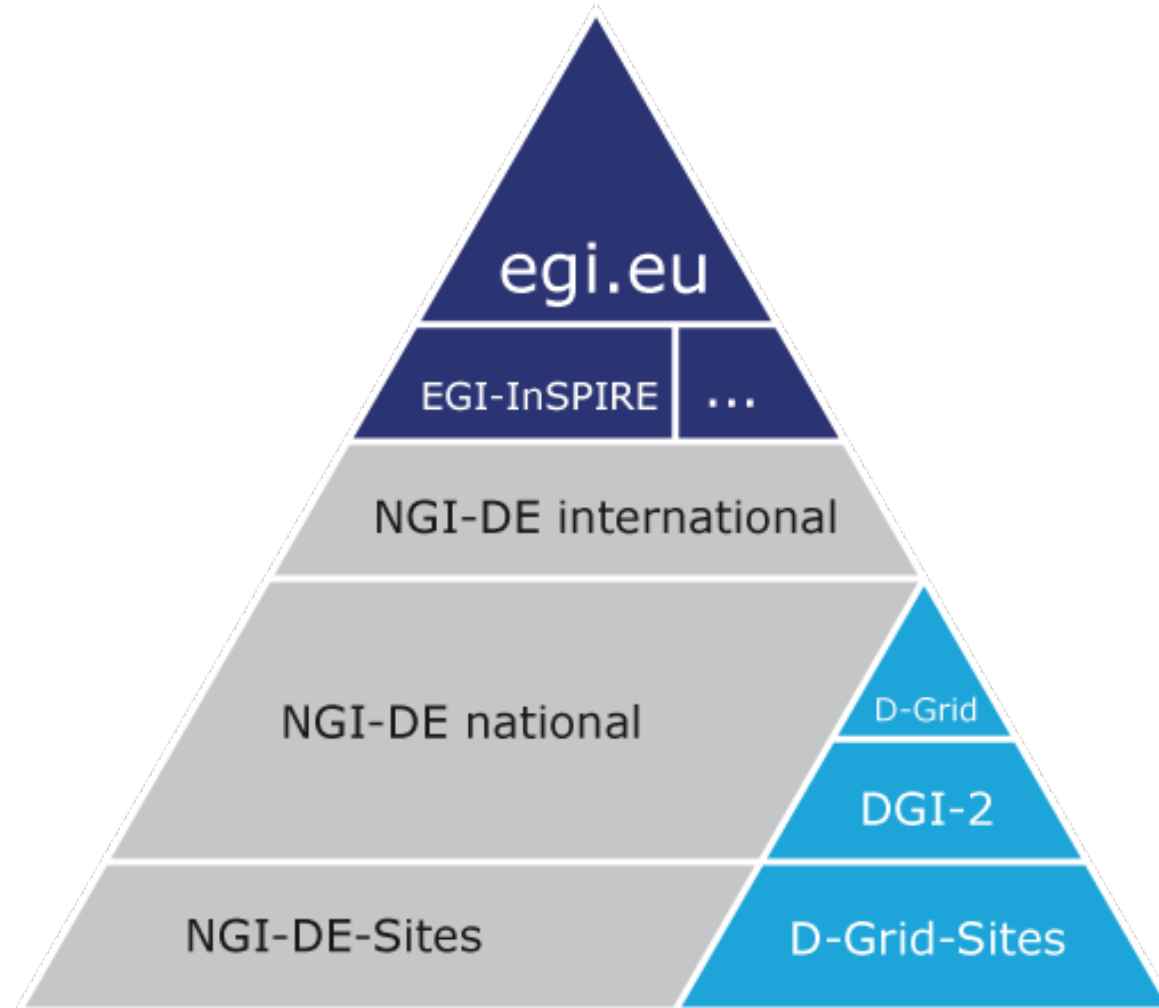
Dr. Torsten Antoni
KIT | SCC | VSG | GGUS
antoni@kit.edu

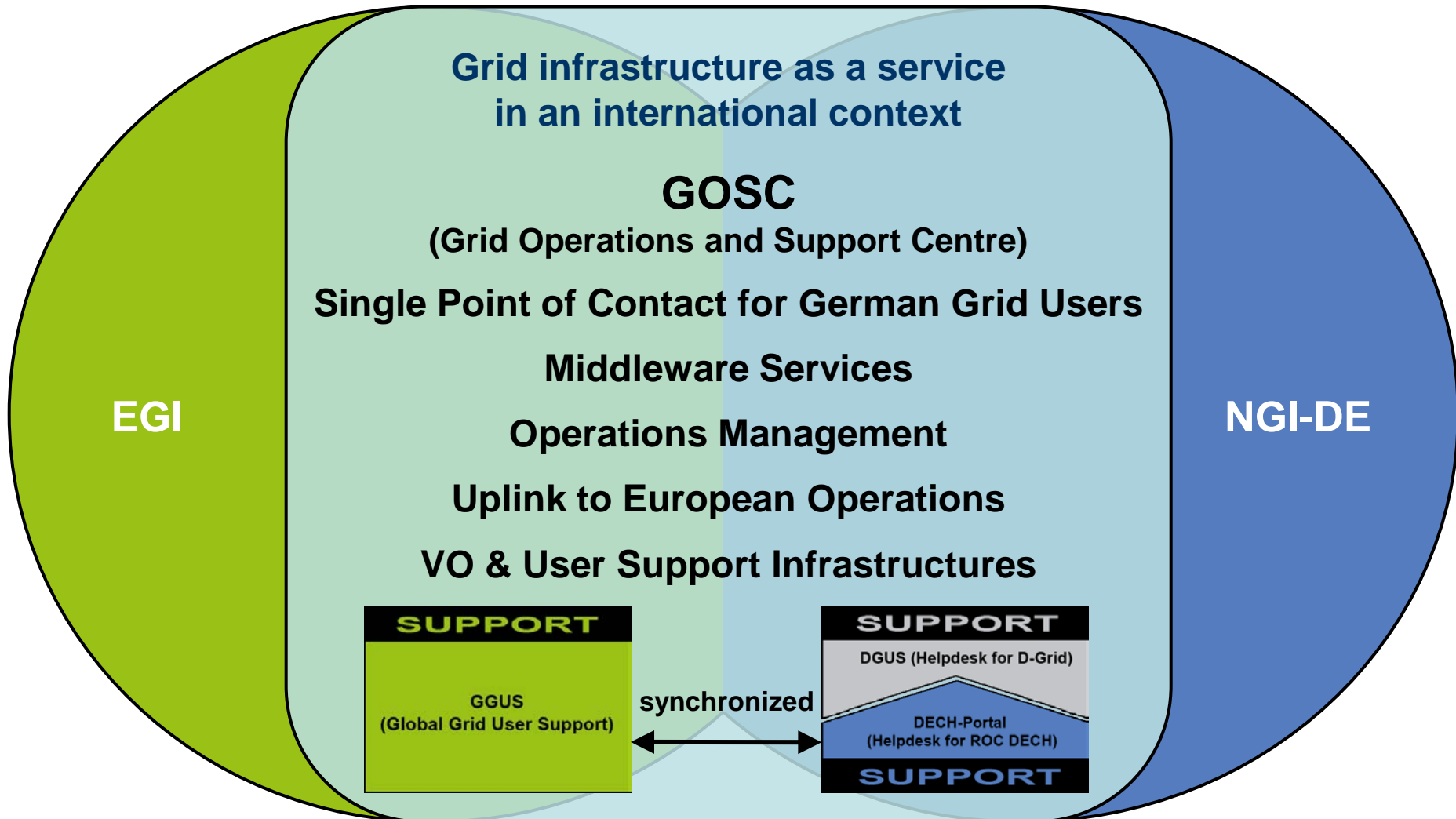
- **Setting the scene**
- **What is user support?**
- **User support in EGI**
- **User support tools**

- **Setting the scene**
- **What is user support?**
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- **Setting the scene**
- **What is user support?**
- **User support in EGI**
- **User support tools**

- **Application integration and support**
- **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**

- **First Line Support (Front Desk)**
 - **Grid Generalists**

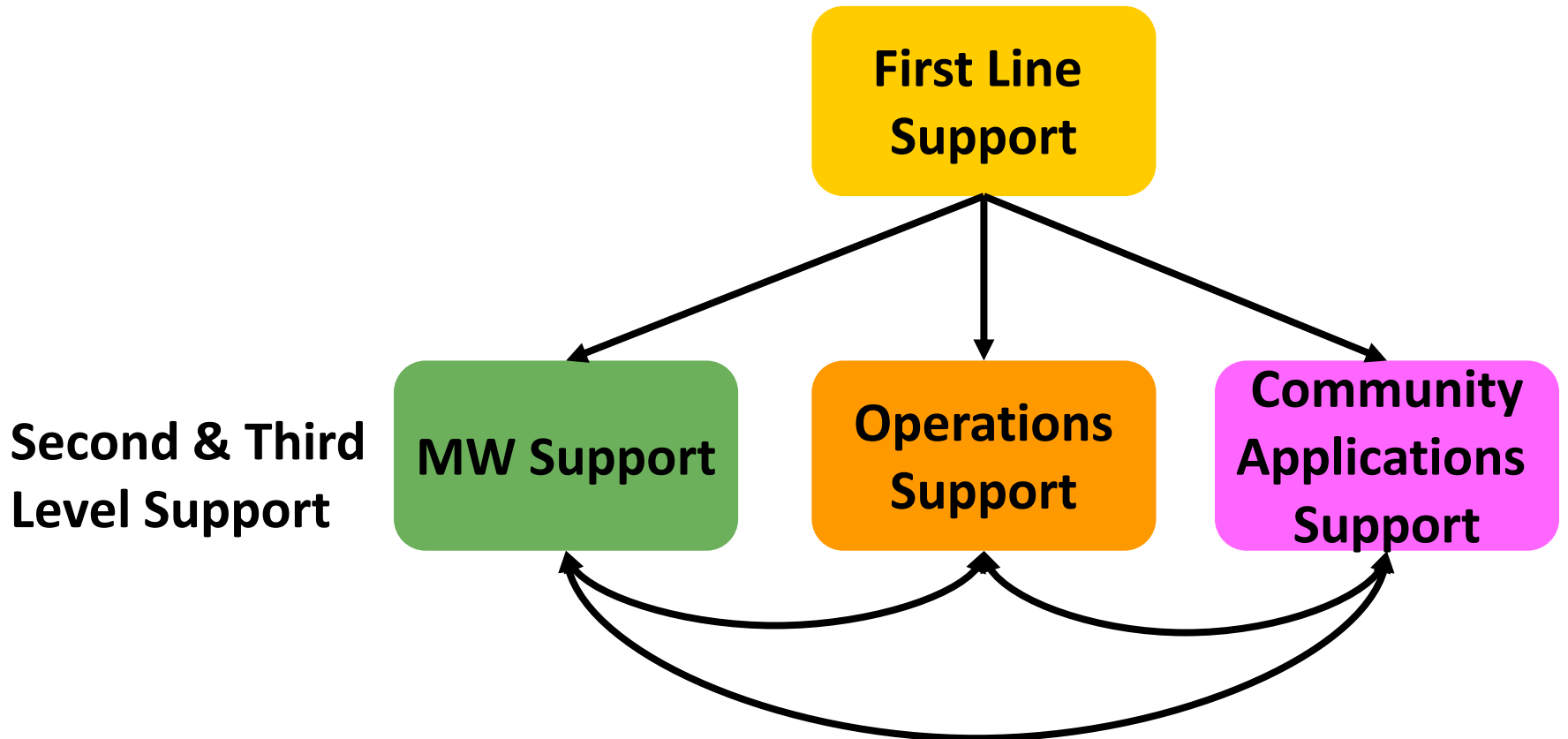
- **Second / Third Level Support**
 - **Applications / Community Support**
 - **Middleware Support**
 - **Operations Support**

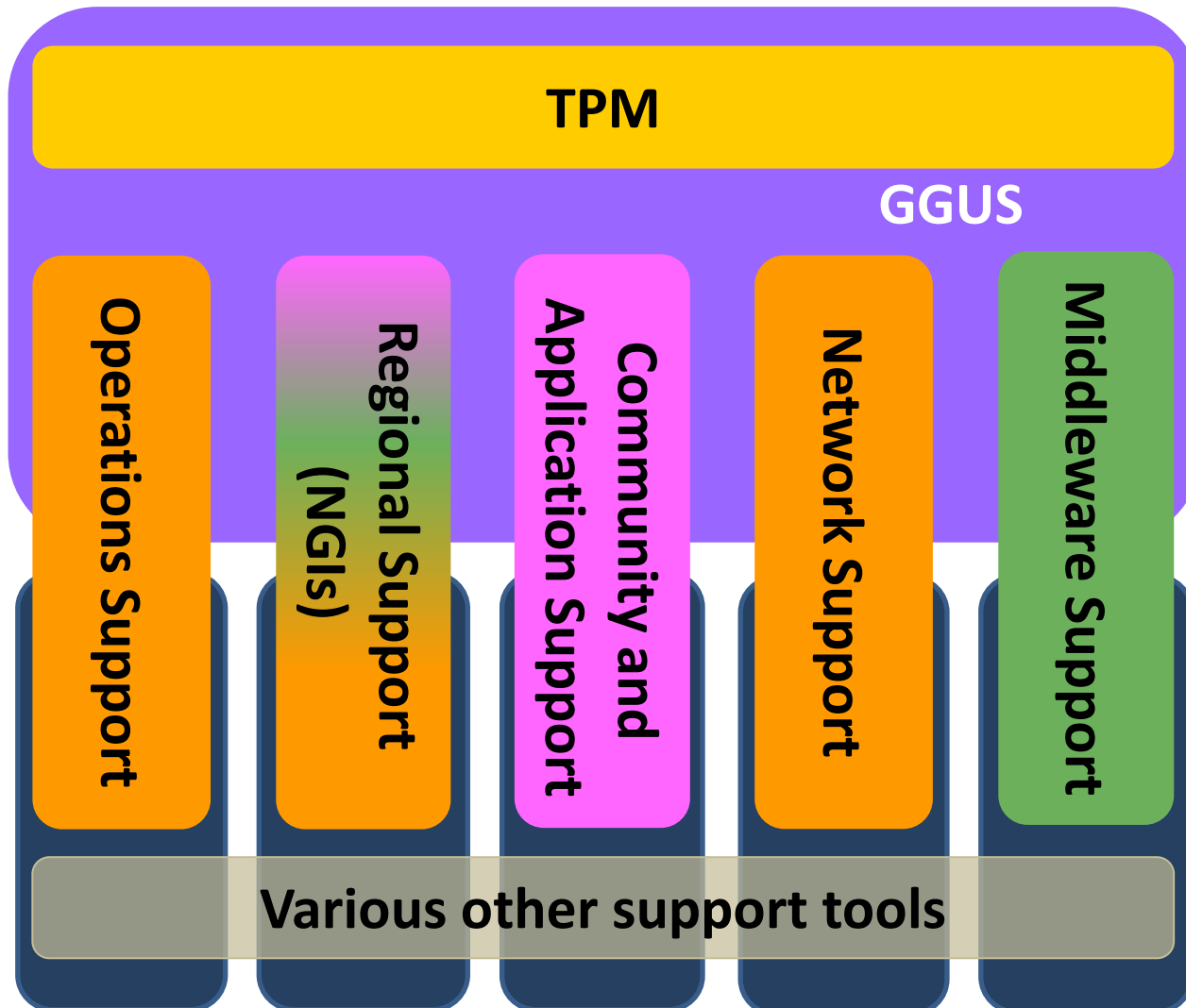
- **Distributed nature of the Grid:** experts located everywhere, sometimes in specific centres; spread of resources and services; different policies and laws
- **Variety of users:** beginners, system administrators, operators, network specialists, Virtual Organization communities
- **Variety of applications:** high energy physics, biomedical, earth observation, astrophysics, computational chemistry, etc.
- **Interaction between separate projects:** user support needs to span various projects and their respective tools

- **Setting the scene**
- **What is user support?**
- **User support in EGI**
- **User support tools**

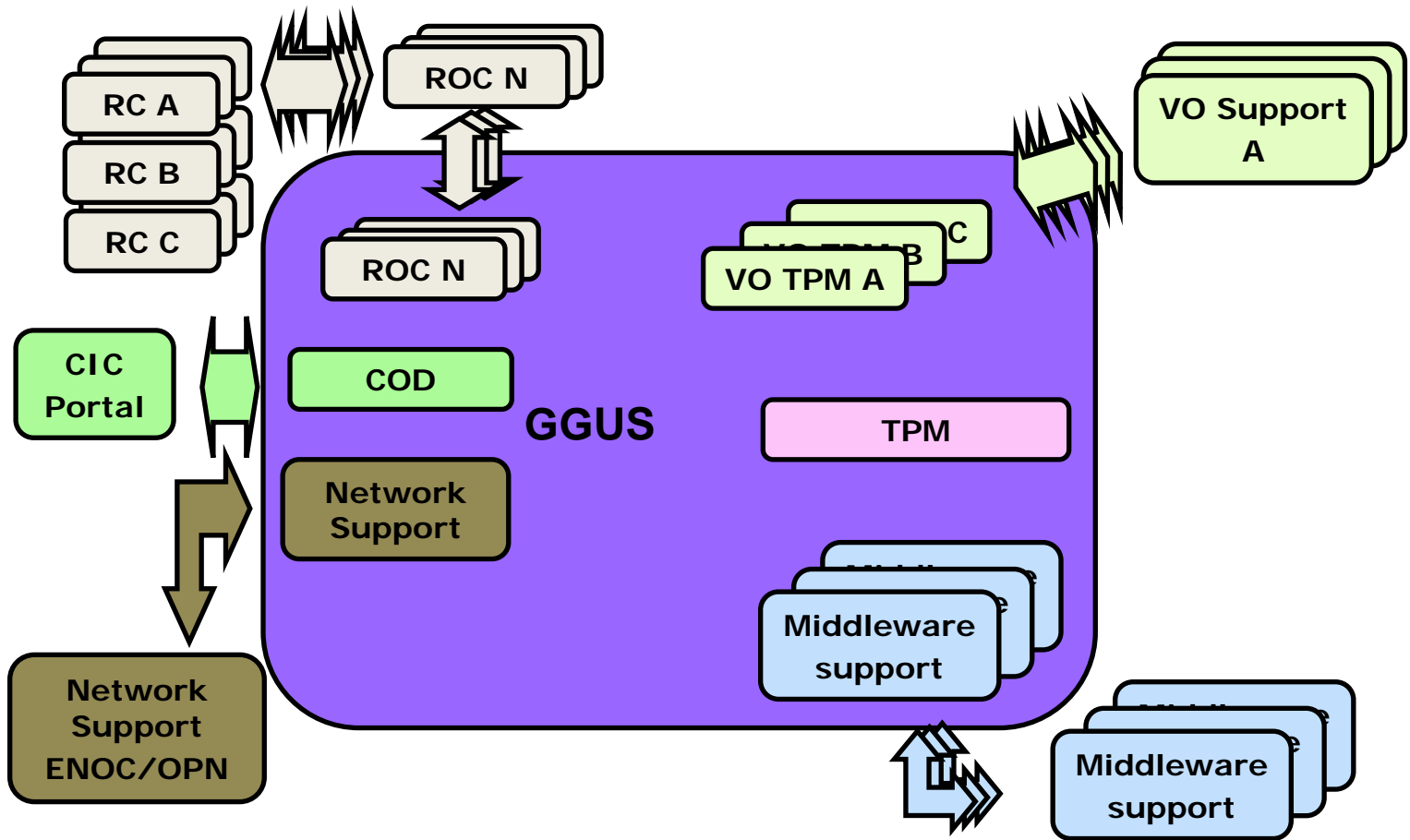
- **Global Grid User Support (GGUS)**
is the EGI support infrastructure
for grid users, deployment and operation
problems
- **It does not substitute
but integrate existing
infrastructures
and coordinates support efforts**



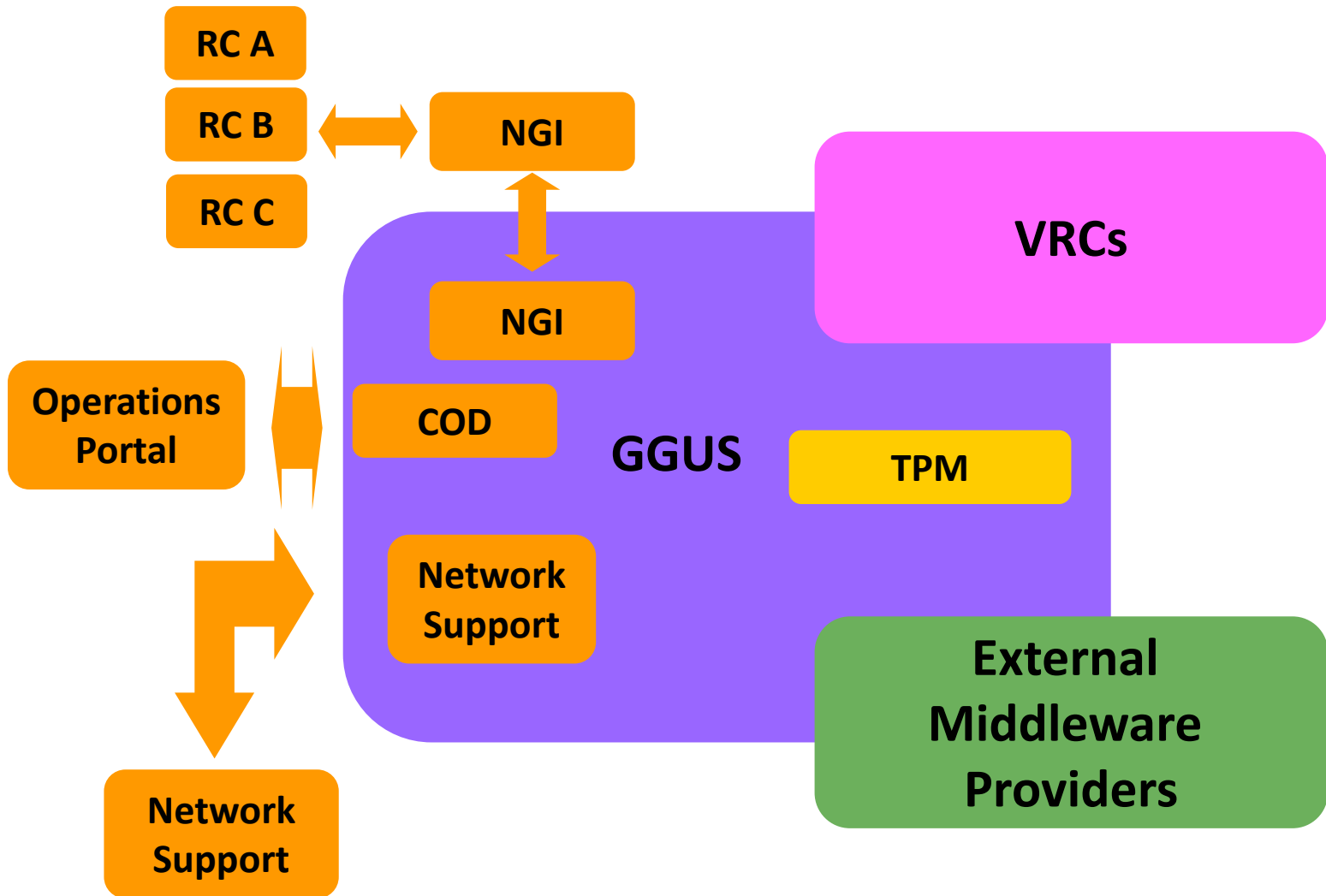




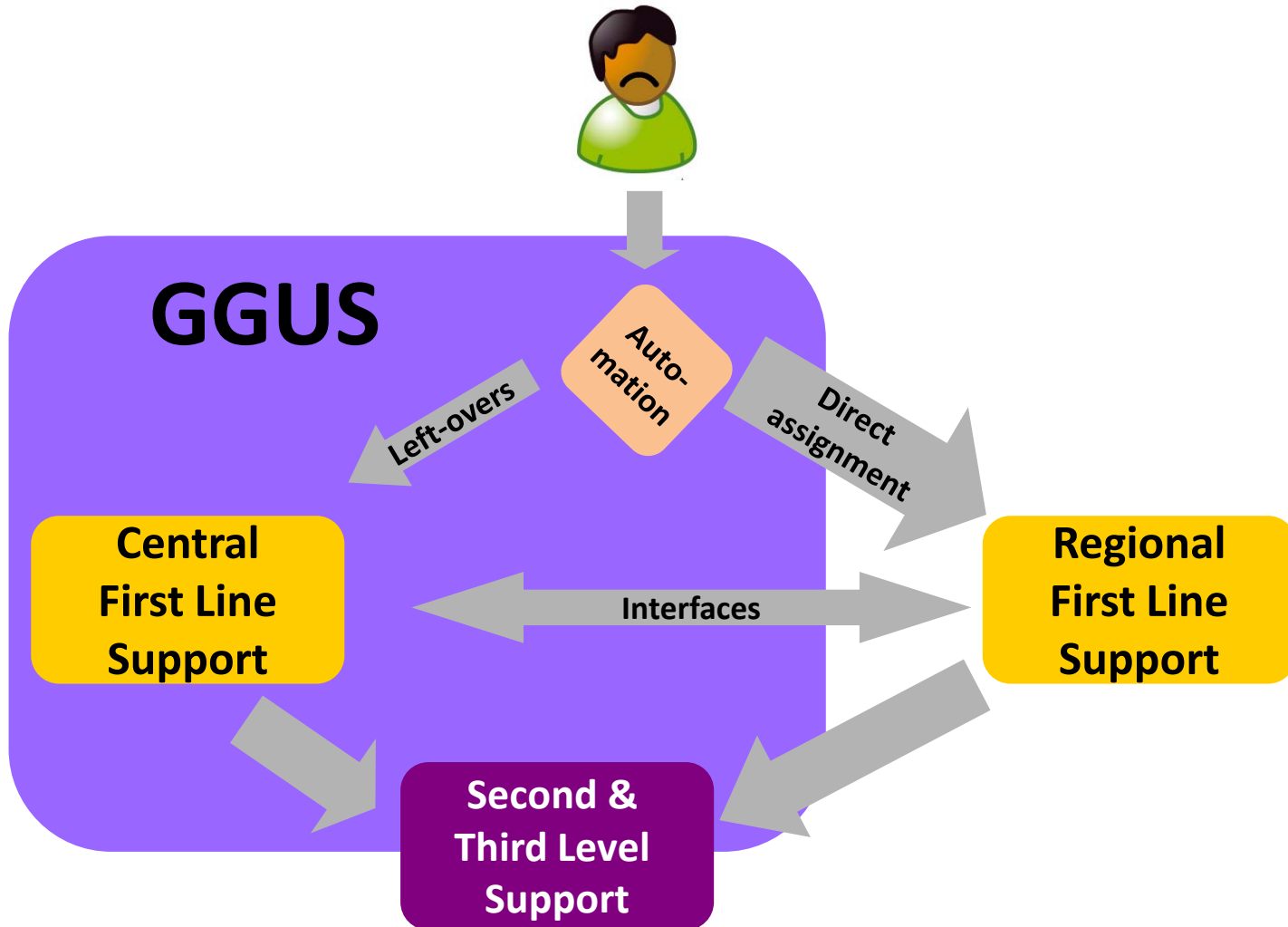
User Support in EGEE

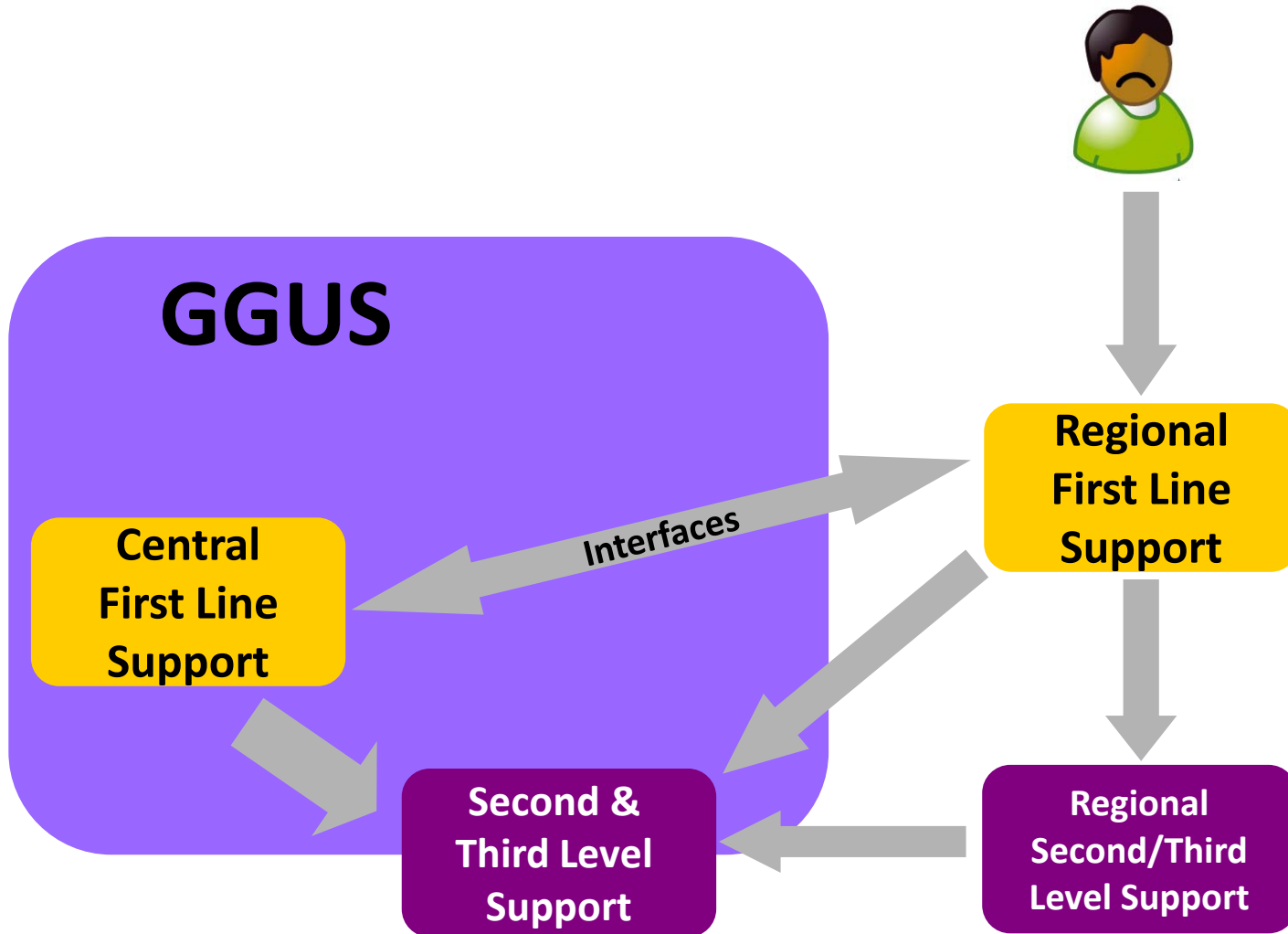


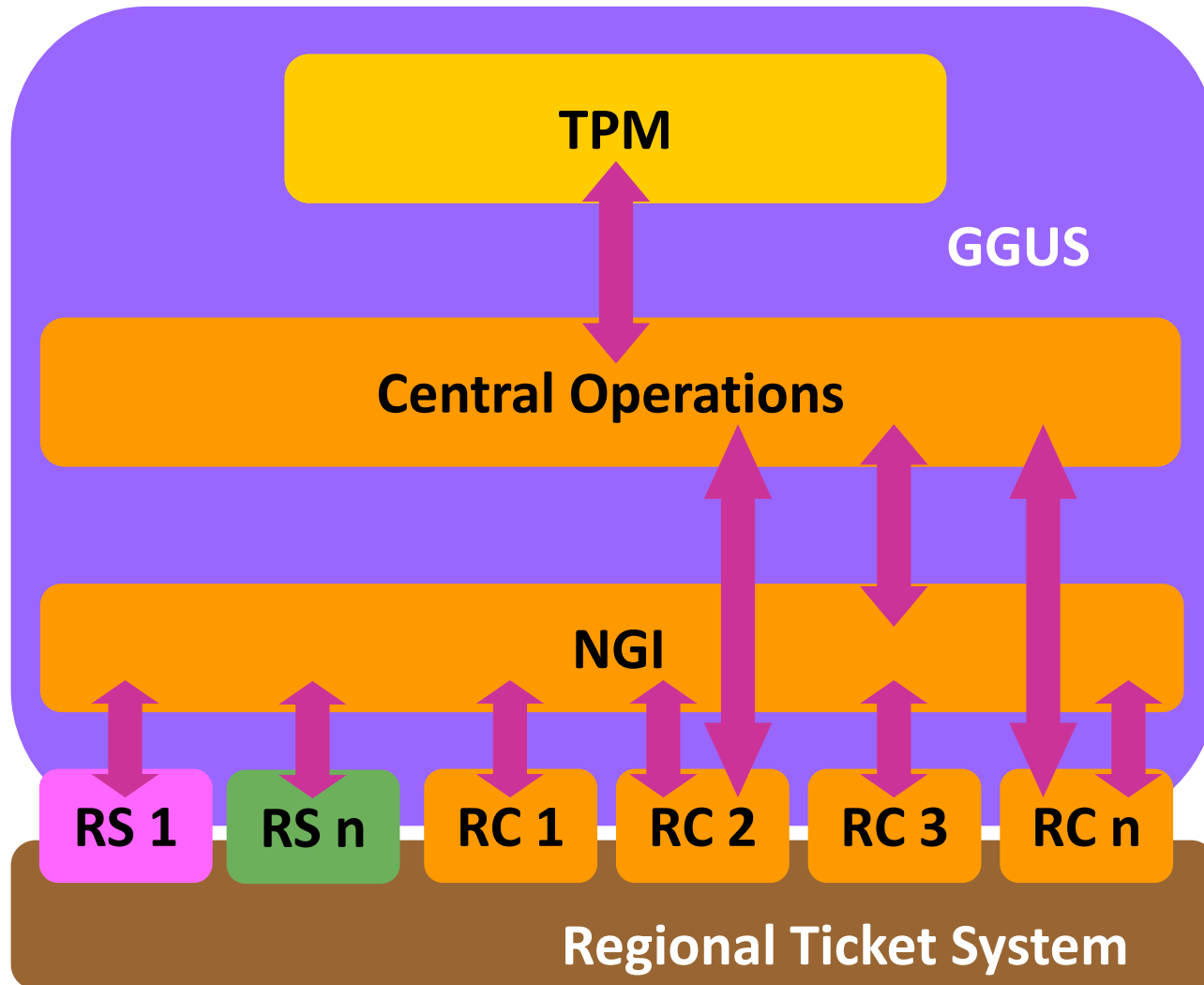
User Support in EGI

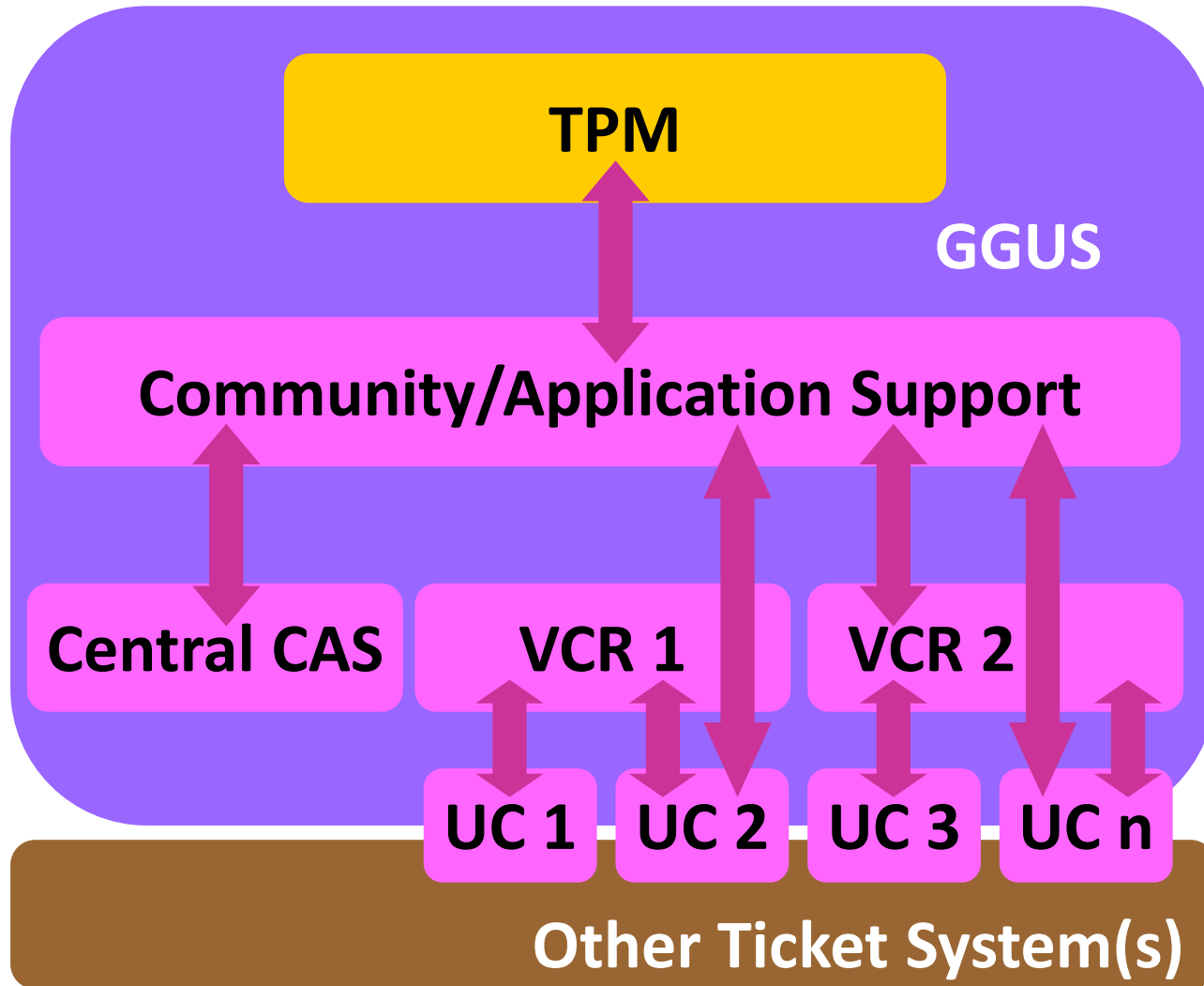


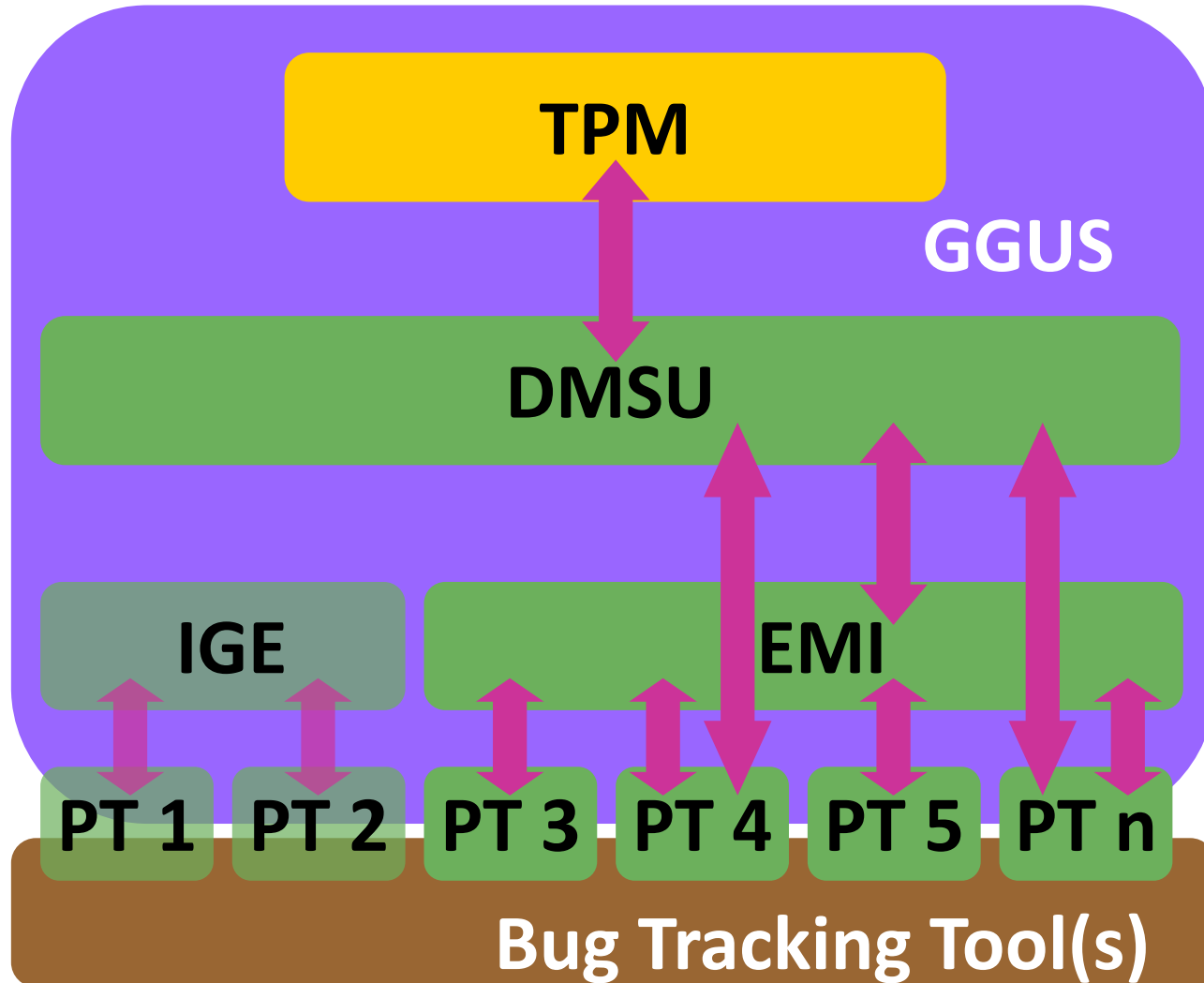
- **Major changes from EGEE**
 - **NGIs instead of ROCS**
 - Much larger number of interfaces
 - Larger variation in maturity
 - **User Communities not funded by EGI**
 - Inter-project relationship instead of intra-project (customer <-> provider)
 - **Middleware development done in separate projects (EMI, IGE,...)**



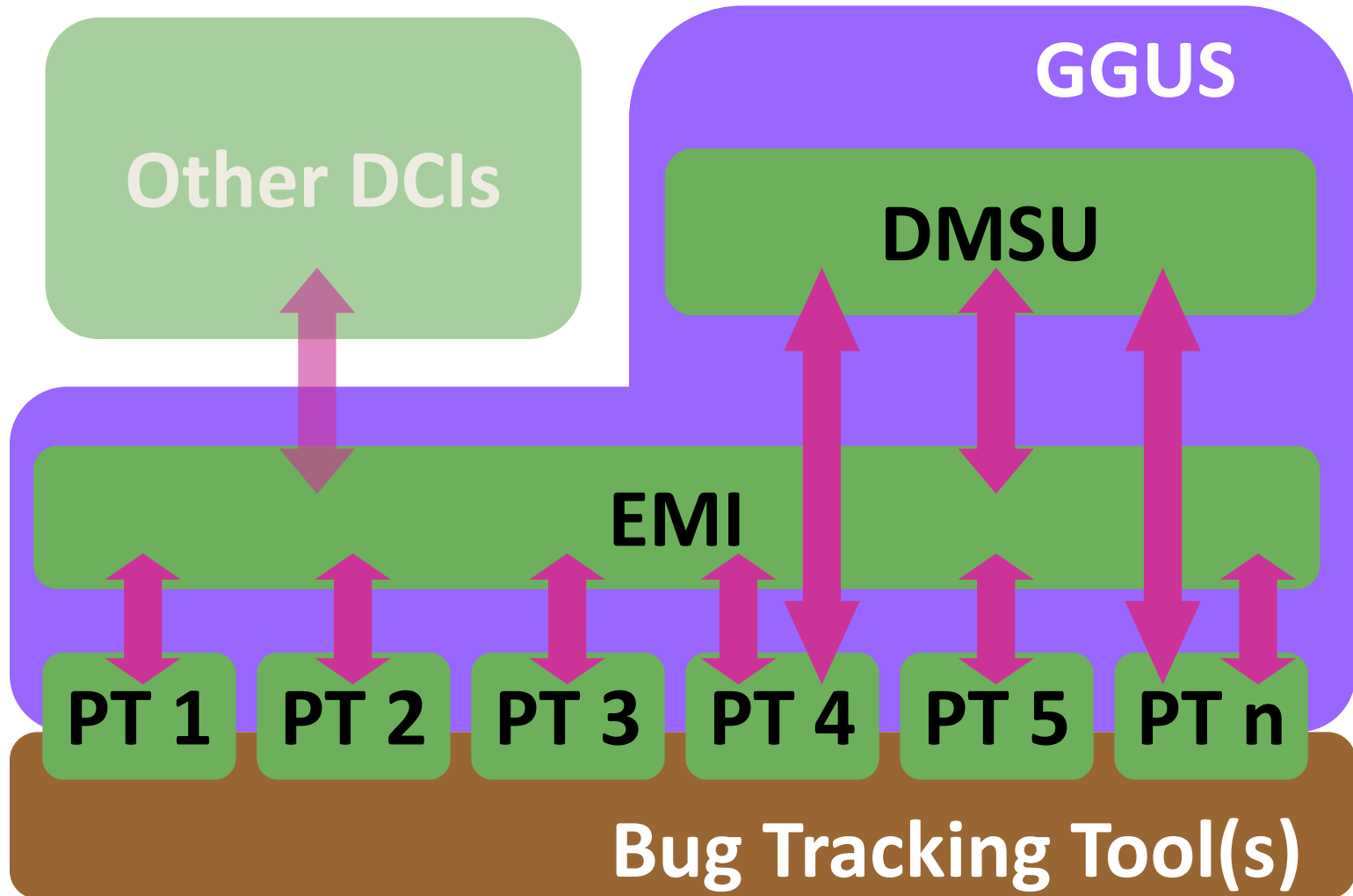








Link to other DCIs



- **Setting the scene**
- **What is user support?**
- **User support in EGI**
- **User support tools**



FAQ & Wiki

Documentation

Training

Registration



Search ticket

Submit ticket

Support staff



Did you know...?



Welcome to Global Grid User Support

Tickets @ GGUS

- ▶ [Information](#) on your GGUS account
- ▶ [Submit a new ticket](#) via browser
- ▶ [Submit a new ticket](#) via email

- ▶ [Show my complete ticket list](#) (open/closed/subscribed)

- ▶ [My Team Tickets](#)

- ▶ [Search ticket database](#)

Latest open tickets

ID	VO	Info
▶ 61874	lhcb	gExec Nagios probes failing for LHCb at IN2p3
▶ 61873	atlas	RAL-LCG2_PPSDATADISK DESTINATION error during TRAN...
▶ 61872	none	NAGIOS *org.sam.CREAMCE-JobSubmit-/ops/Role=lcgad...
▶ 61871	none	NAGIOS *org.sam.SRM-GetURLs-/ops/Role=lcgadmin* ...
▶ 61870	atlas	Transfer failures to QMUL - Request timeout (inter...
▶ 61869	atlas	Registraion Errors at FZK-LCG2_SCRATCHDISK
▶ 61868	atlas	INFN-FRASCATI connection timed out and failed to c...
▶ 61867	atlas	SARA-MATRIX - request for lfc-chown
▶ 61865	atlas	Transfer errors between PIC_MCDISK and IFIC-LCG2_P...
▶ 61863	atlas	Transfer errors between NIKHEF-ELPROD_DATADISK(des...
▶ 61862	none	SE FAILURE: ccsrm02.in2p3.fr (ILC)
▶ 61860	none	4.1 - CE ROC to perform: Configuration of the new ...
▶ 61858	none	Create a new support unit in GGUS : NGI_BG
▶ 61857	none	NAGIOS *org.sam.WN-RepCr-/ops/NGI/Greece* failed ...
▶ 61856	none	NAGIOS *org.sam.WN-Rep-/ops/NGI/Greece* failed on...

- ▶ [Show all open GGUS tickets](#)
- ▶ [Show LHCOPN tickets](#)

Latest news

- No latest news at the moment.
- ▶ [Recently created FAQs](#) (last modified: 2010-07-16 12:22)
- ▶ [News at CIC-Portal](#)

GGUS tools/reports

- ▶ [Report Generator](#)
- ▶ [GGUS ticket timeline tool - TTT](#)
- ▶ [Escalation reports](#)
- ▶ [Metrics reports](#)

GGUS development plans

- ▶ [Description of development procedures](#)
- ▶ [Submit a request for a new feature to GGUS](#)
- ▶ [Browse current open features](#)
- ▶ [Ongoing worklist & Release Notes](#)

GGUS Search

- ▶ [GGUS-Knowledge-Base](#)
- ▶ [Documentation](#)
- ▶ [GGUS-FAQ - Wiki pages](#)

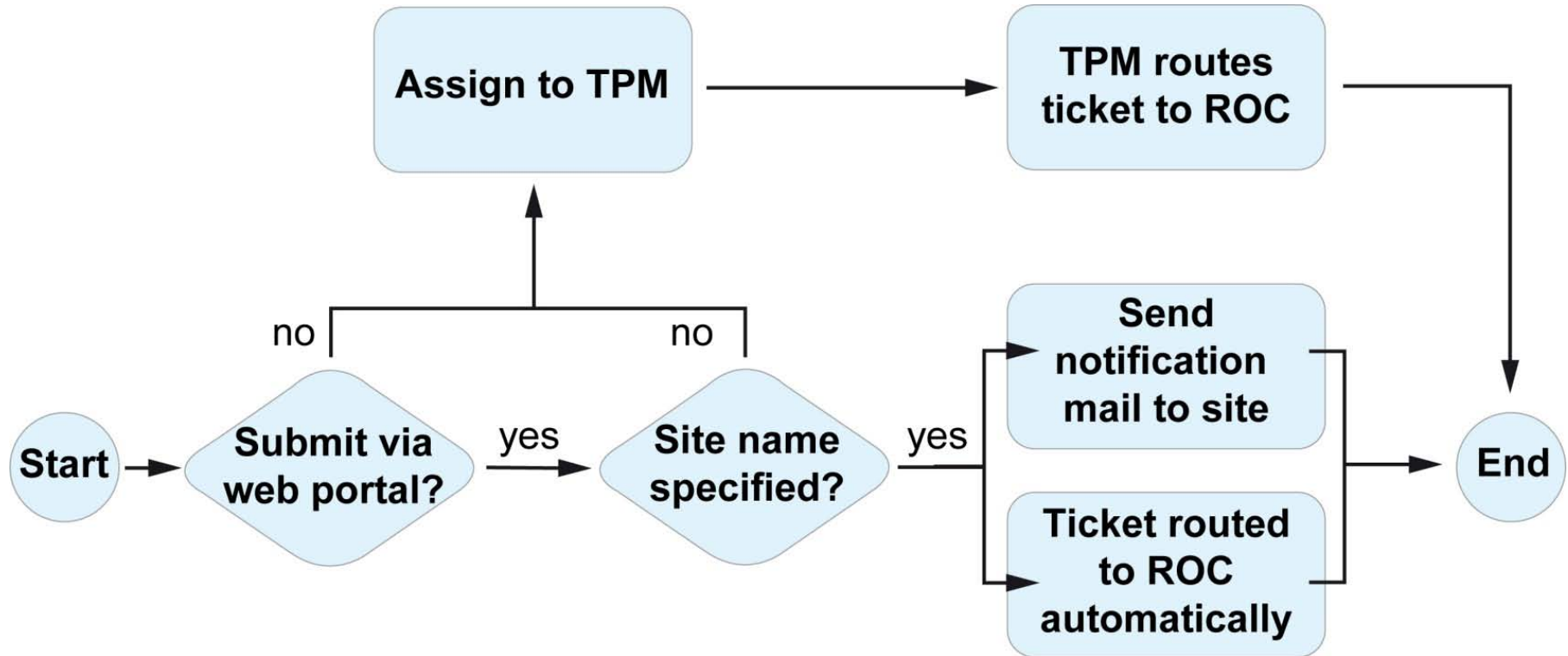
www.ggus.org

- **Users can:**
 - Submit tickets
 - Track progress on tickets
 - Find documentation

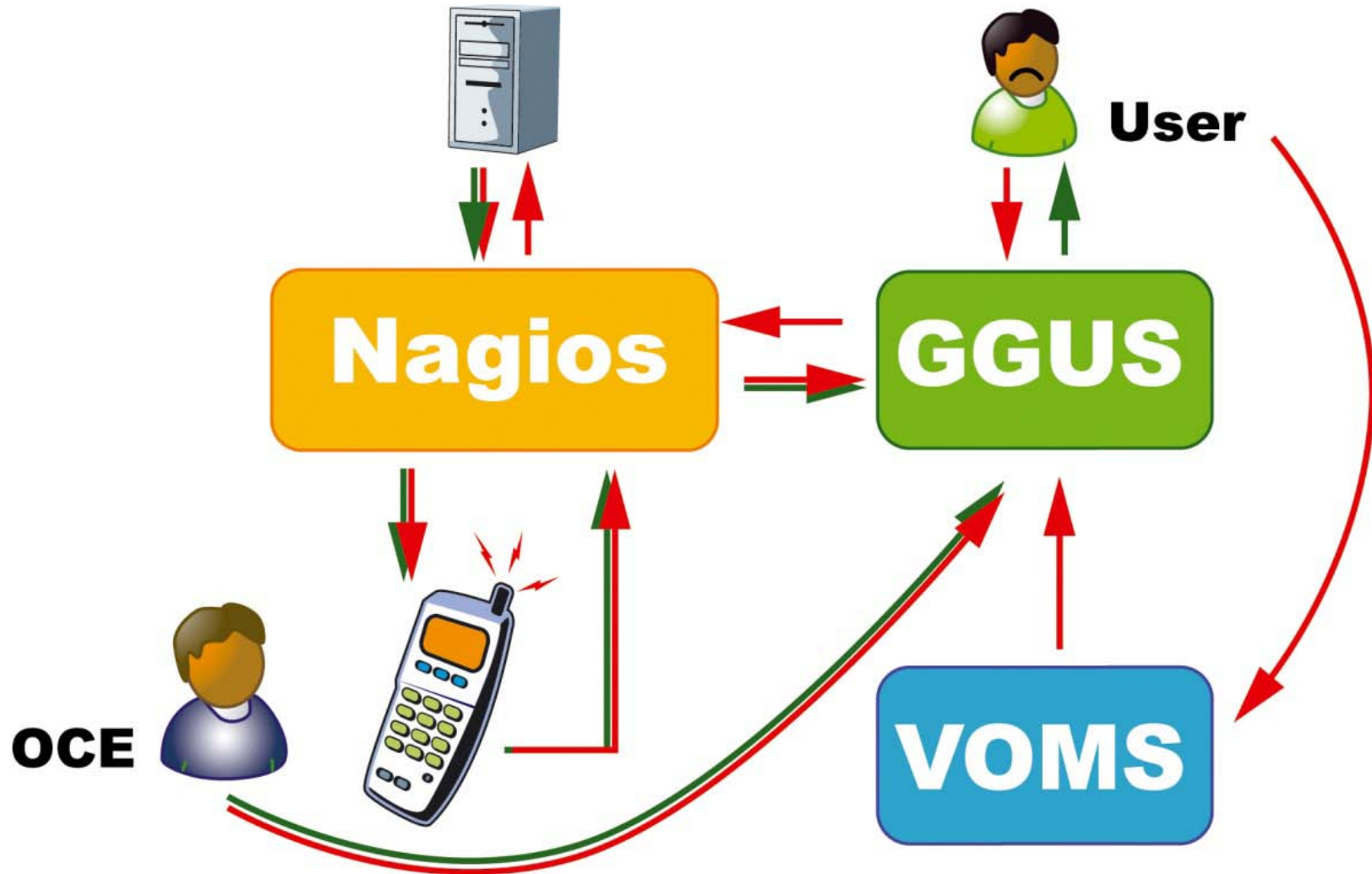
- **Support staff can:**
 - Work on tickets
 - Create ticket relations
 - Cross-reference
 - Parent / Child
 - Master / Slave
 - Communicate with the user
 - Find documentation

- **Special workflows**
 - Direct routing of tickets
 - Team tickets
 - Alarm tickets

- **Additional features**
 - Ticket Timeline Tool
 - graphical overview of tickets per site
 - Report generator
 - self-create metrics for Sus and VOs



Alarm Tickets



GGUS Ticket Timeline Tool

Timeframe: notified site:

All tickets from:

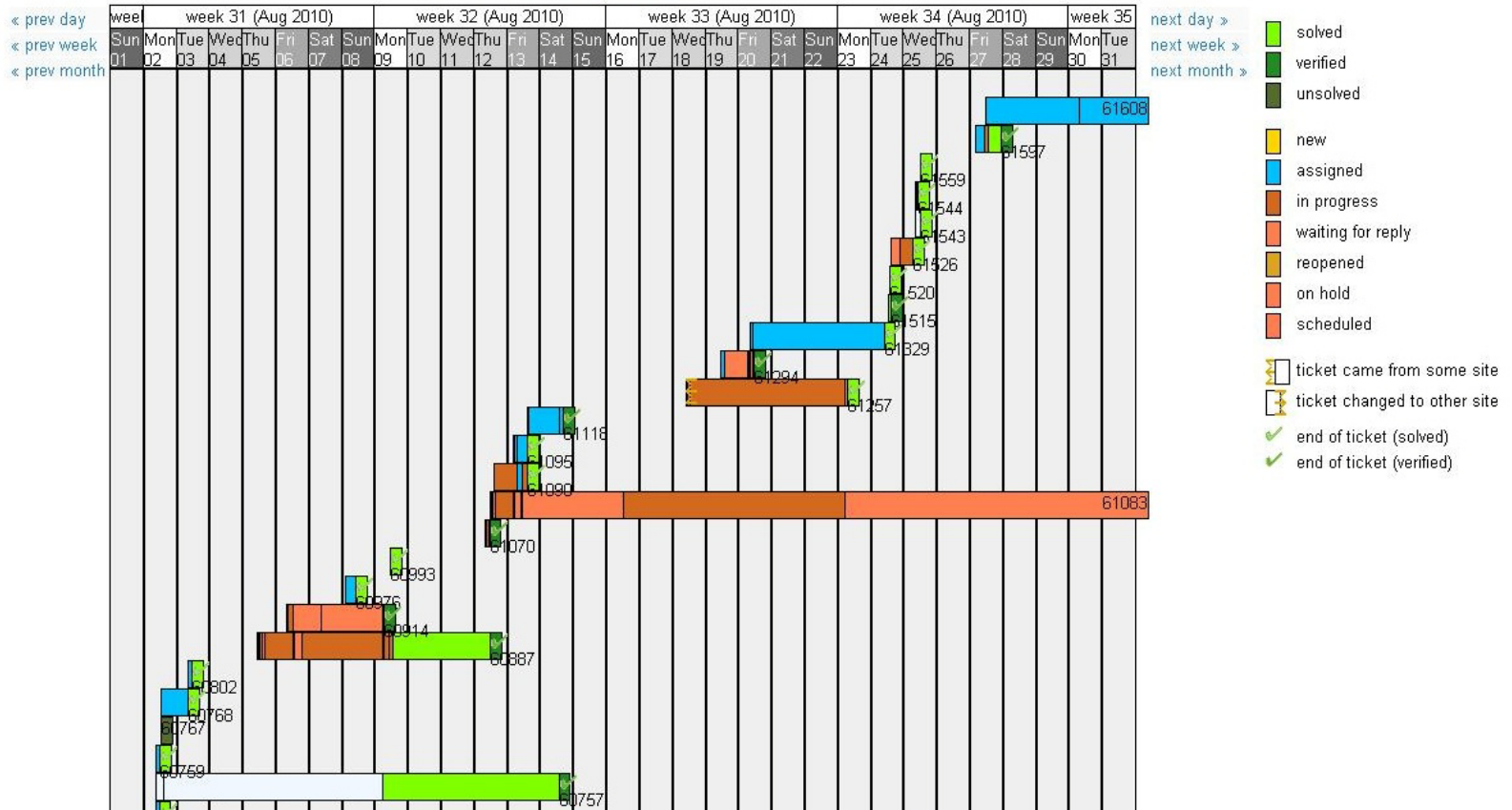
to:

hide terminal states

hide open states



Tickets for FZK-LCG2





The screenshot shows the NGI-DE Grid User Support Helpdesk interface. At the top, there is a navigation bar with links for 'Home', 'Submit ticket', 'Search ticket', 'Support staff', 'Contact', and 'Legals'. The main content area is divided into several sections:

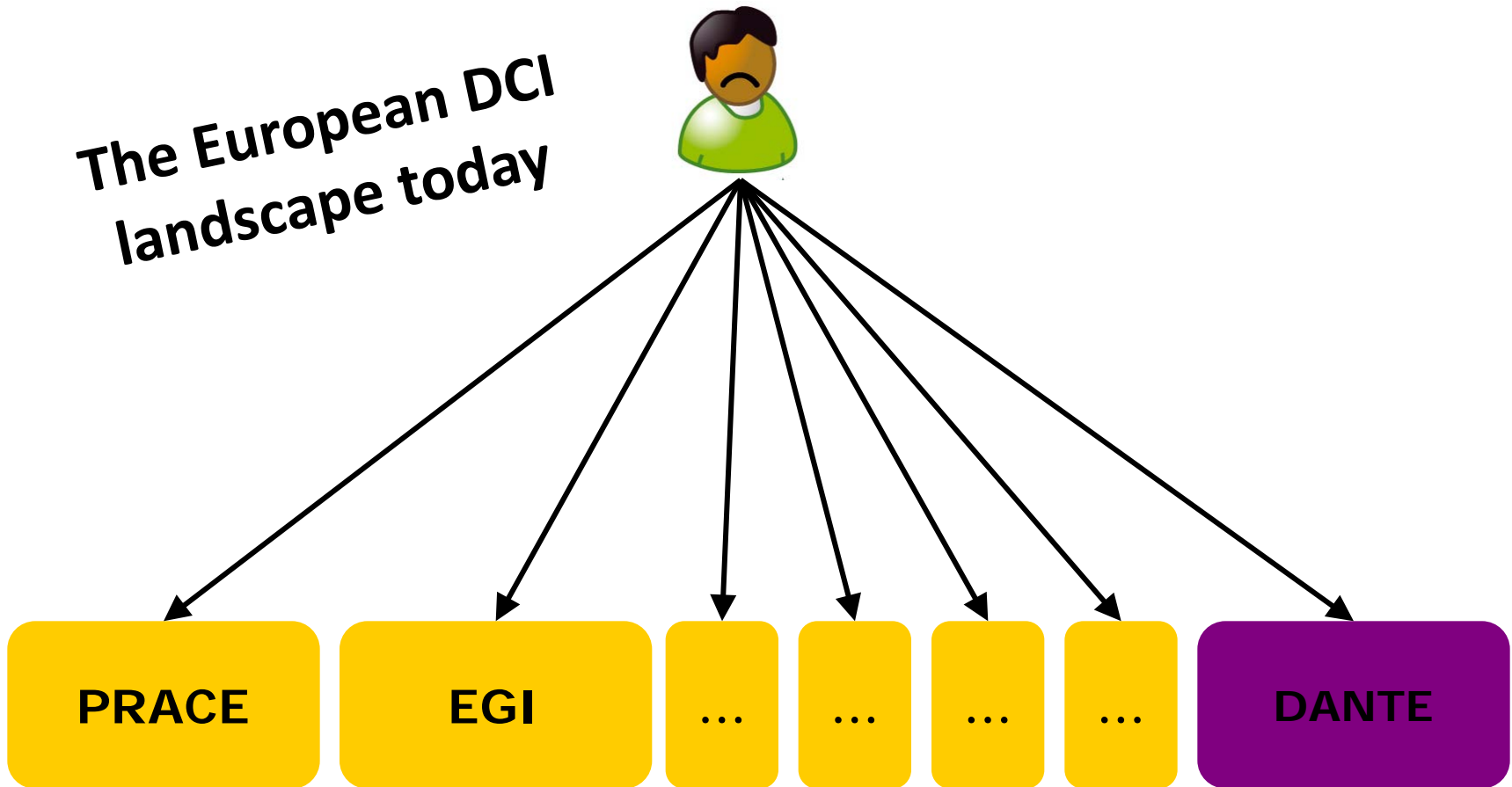
- Tickets:** Includes a link to 'Submit new ticket', a section for 'Tickets from Torsten Antoni (access via certificate)' with a table of ticket details, a 'Search ticket database' link, and a list of 'Open tickets of all users' with columns for ID, Community, and Info.
- Latest news:** A section stating 'No news at the moment.'
- Maintenances:** A section listing maintenance events with dates and UTC times, such as 'NOW: Maintenance on zib mardschana from 06-09-2010 until 08-09-2010'.
- Important Links:** A list of links including 'www.ngi-de.eu', 'D-Grid-News', 'Installation: Referenzinstallation', and 'Tutorials: Unicorn'.
- Monitoring:** A list of monitoring services including 'D-MON', 'qLite Site Monitoring', and 'WebMDS Monitoring'.

At the bottom of the page, there are logos for 'D-GRID' and the 'Federal Ministry of Education and Research'.

<https://helpdesk.ngi-de.eu>

- **User Support for DCIs is always challenging**
 - But we are experienced enough to make it work
- **EGI is a conglomeration of projects**
 - This is a difficulty
 - Large number of interfaces
(technical / procedural / human)
 - Large variation in readiness / maturity
 - This is a chance
 - Clear separation between infrastructure, communities and middleware providers
 - SLAs can be defined regulating the interplay between the projects

*The European DCI
landscape today*



**Our masterplan
for the future**



GGUS

PRACE

EGI

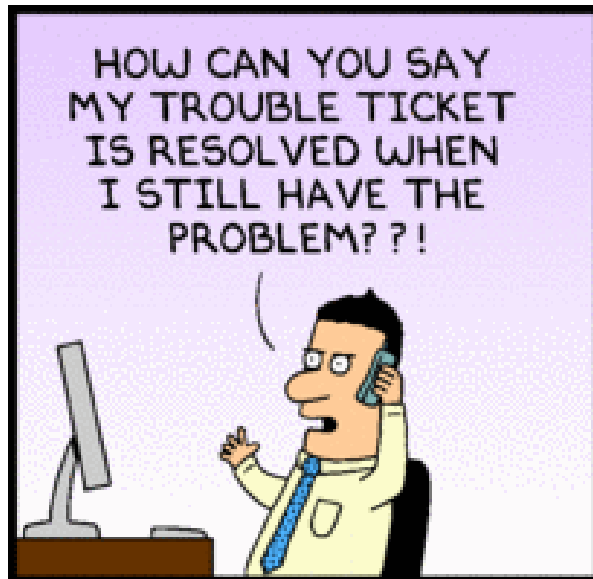
...

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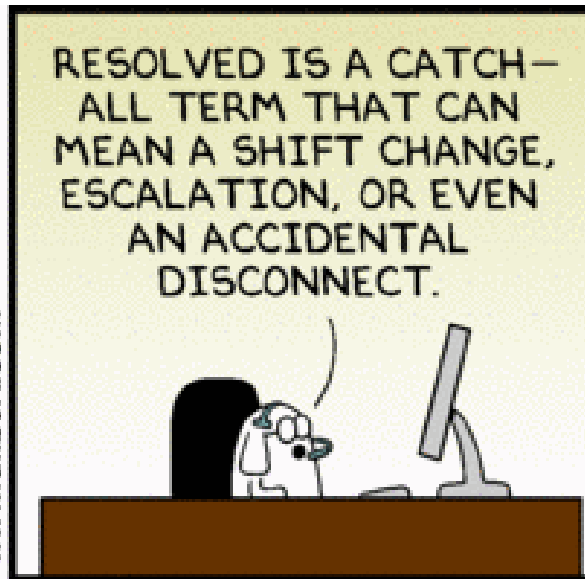
...

...

DANTE



www.dilbert.com scottadams@aol.com



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