Grid User Support

Sabine Reißer, KIT
GridKa School 2011, Karlsruhe

Based on slides from S. Brewer and T. Antoni
• What offers EGI-InSPIRE?

• What offers Karlsruhe Institute of Technology (KIT)?
User Community Coordination

- User Community Support Team
  (TNA 3.2, Steve Brewer)
- NGI User Support Team
  (TNA 3.3, Gergely Sipos)
- Technical Services
  (TNA 3.4, Marios Chatziangelou)
User Community Support

Whether you are an individual researcher, a small research group or an international community, this page will offer directions to resources and services that you might need.

- **Your Virtual Research Community (VRC)**
  - VRC portals and gateways with resources and tools for your discipline

- **Your National Grid infrastructure (NGI)**
  - Access your national node to learn about resources in your country

- **Applications database**
  - Discover (and contribute) details of discipline-specific applications for your community

- **Services and tools to support your work on the infrastructure**
  - A collection of resources that you can use to manage your work on the infrastructure

- **Training marketplace**
  - Find, offer and attend training events and material for your needs

- **Getting help and requesting new features**
  - Use EGI Helpdesk (GGUS) to report a problem with the production infrastructure
  - Use the Requirements Tracking system to submit and follow new feature requests

How we work

- **Who we are**: Team and partners
- **What we do**: Strategy and plans
Objectives: coordinating the user experience

VRCs communicate with EGI through the User Community Board

NA3

User Community Support team (NA3.2)

EGI dissemination

Support teams available across 50 partners

NGI User Support coordination (NA3.3)

EGI User Community Support Services (NA3.4)

National and specialist support & services

Application Database, Training Marketplace, VO Services, Requirements Tracker

Research group

Researchers and scientists

Application developers

Local System administrators

Research leader

Different user types collaborate within a research group

VRC with many research groups (and one VRC representative)
UCB and the Virtual Research Community model: purpose and benefits

**Benefits:**

1. **Defined communication channels:** named contact points between communities & EGI
2. **Application integration**
3. **Policy and procedures:** define interaction between EGI and users
4. **Requirements gathering:** solutions and influence
5. **Dissemination:** sharing of news, breakthroughs, best practice and innovation

**User Community Board**

with representation from: Life Sciences, WLCG, WeNMR, Astronomy & Astrophysics, Earth Sciences, Computational Chemistry, Arts & Humanities, Hydrometeorology

VO: a group of researchers working collaboratively
VRC: a grouping of research collaborations working in a common domain
NGI User Support Teams (Task NA3.3)

NGIs receive:
- Web & wiki resources
- Requirements process
- Applications and services
- VRC coordination support

Support teams are available across 50 partners – they are all different... as are their support skills.
Task NA3.4: Technical Services

Services provided by a few NGIs **for the whole community**

- To support the Virtual Research Communities
- To facilitate the work of NGI support teams
- To improve communication among NGIs, among users and with users
- Bring in expertise and services from Heavy User Communities through SA3

**Tools and services** (Task leader: Marios Chatziangelou, GRNET):

1. **EGI Application Database** (Marios Chatziangelou, GRNET)
2. **Services for VOs** (Ignacio Blanquer Espert, UPV; Gonçalo Borges, LIP)
3. **Training Marketplace** (Claire Devereux, STFC)
4. **Requirement Tracker** (EGI.eu with help from CESNET)
EGI Application Database

- Reusable applications
- Reusable tools for application developers
- Map of application landscape
- AppDB gadget for your own website

Application Map

Abstract:

CS ROSETTA is a protocol which generates 3D models of proteins, using only the 13CA, 13CB, 13C', 15N SPARTA-based selection procedure to select a set of fragments from a fragment-library (where the chemical ROSETTA protocol). The generated models are rescoring based on the difference between the back-calculated see our web portal manual and tutorial available via www.wennnr.eu and/or consult the CS-Rosetta help.

Bonvin Alexandre
Scientific Coordinator
Utrecht University
111 new applications per country

- United Kingdom/Ireland
- Spain
- Brazil
- Poland
- Netherlands
- Portugal
- Finland
- Mexico
- Argentina
- Colombia
- Cuba
- Egypt
- Germany/Switzerland
- Italy
- Taiwan
- Others

New additions to the Applications Database during Project Year 1 (Data: largest to smallest)

93 new applications by discipline

- Life Sciences
- Computer Science and Mathematics
- Others
- Computational Chemistry
- Earth Sciences
- Fusion
- Multidisciplinary
- Astronomy, Astrophysics, and Astro-Particle Physics
- High-Energy Physics

Note: Apps. Can be associated with > 1 country
Training Marketplace

• Integration of:
  – Training event calendar
  – Digital library (of training materials)
  – Service offering & requesting form

• Purpose of the Training Marketplace:
  – Register training events
  – Use, reuse and share training materials
  – Feed training-requirements
  – Delegate representative to EGI Training Working Group

• Results:
  – Approximately 60 training events were added during PY1
Training Marketplace

Events

Map Calendar List

Out by etmap.com

GERMANY (1)

Upcoming Events:

GridKa School 2011
Start Date: 2011-09-05 14:50:00
End Date: 2011-09-09 14:50:00

GridKa School 2011
GridKa School 2011

Start: 2011-09-05
End: 2011-09-09

GridKa School is hosted by Steinbuch Centre for Computing of Karlsruhe Institute of Technology (KIT). It is organized by KIT, the Swiss National Grid initiative (SwiNG) and the HGF Alliance "Physics at the Terascale". The school cooperates with the European Grid Initiative (EGI), the European Middleware Initiative (EMI) and the Initiative for Globus in Europe (IGE). It offers a broad range of topics, which are chosen from the realm of these projects and beyond.

About half of the school consists of hands-on tutorials and workshops, giving participants the possibility to gain actual expertise on different kinds of middleware, applications and techniques. Because these tutorials are offered in parallel tracks, GridKa School practicals cover topics well suited for beginners, experienced users and grid administrators. The high grade talks and presentations give an up to date overview on important and interesting grid and cloud computing subjects.

The program is completed by a ‘get together’ event (incl. a guided tour of the German WLCG Tier 1 center ‘GridKa’), a school dinner and a grid security workshop, the latter is targeted at administrators.

Applicants from all scientific and industry disciplines are welcome to register online at www.kit.edu/gridka-school; the preliminary schedule is available online. Until June 30th, registrants can take advantage of an early bird discount. The organizing team reserves the right to limit the number of participants if necessary.

Email: christopher.jung@kit.edu

City:
Karlsruhe
Country: Germany

Event Links:
http://www.kit.edu/gridka-school
Your rating: None Average: 5 (6 votes)
Calendar
Coordination consists of:
• Reviewing available services: management, monitor & accounting tools
• Consultancy/help for VO managers
• Specification of requirements for improving operational tools to simplify VO management
• Provisioning basic services for new VOs
• VO services support unit in GGUS

• VO-specific testing of sites is required by VO managers within VRCs
• Basic services are available from within the infrastructure
• Typically delivered through the operations teams and NGIs
Provision of VO support software for VRCs & VOIs (e.g. WeNMR, BioMed)

NAGIOS SAM triggers the executions of probes in grid sites
- Tests to the Storage resources
- Tests to the Computing Resources
- Summary views of successful and unsuccessful services
- Sends emails to the site admins in case of failures

Benefits:
- Sites from a VO are tested (infrastructure tests run probes on NGIs)
- Ability to develop and integrate VO’s own probes
- A VO can use the central installation from LIP/UPV, or can install its own
Processing EGI requirements; implementing solutions

EGI Requirements Tracker

- Input Channels for User requirements

- EGI Helpdesk (GGUS system)

- Permanent storage for requirements
- Complete transparency
  - For user, NGIs & technology providers
- Requirement submission interface

EGI Helpdesk (GGUS system)
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• What offers KIT?
  – GGUS – the EGI helpdesk
  – xGUS – a helpdesk template
Submit ticket

User information
Name: Sabine Reisser
E-Mail: sabine.reisser@kit.edu

Problem Information
Date / Time of Problem: 2011-08-30 / 03:29 UTC
Affected SITE: 
Affected ROC/NGI: 
Concerned VO: none
VO specific: yes
Does it affect the whole: SITE
Does it affect the whole: ROC/NGI
Does it affect the whole: VO
Does it affect the whole: don't know/none of those

Describe your problem providing the information listed here:

Command used
Error message you obtain
OS, Middleware
Application version
Type of problem: please select
Priority: less urgent

Routing Information
Expert option, please set this option only if you know what it means
Notify SITE: 
OR Assign to ROC/NGI: 

Submit
### GUGS ticket search engine

**Show columns in search result**: Ticket-ID, Type, Concerned VO, Notified Site, Priority, Resp. Unit, Status, Date, Last Update, Info

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**Show search result as**: CSV | HTML | XML | PDF

**88 Tickets found**

EGI-InSPIRE RI-261323
xGUS provides easy access to an own helpdesk system for NGIs or User Communities

– GGUS interfaced
– Administration (support units, problem types, etc.) via web
– No local deployment/installation: Operation and maintenance at KIT
xGUS Instances

- helpdesk.aegis.rs
- xgus.ggus.eu/igalc
- xgus.ggus.eu/ngi_ch
- support.africa-roc.org
- helpdesk.ngi-de.eu
http://xgus.ggus.eu

• Screenshots
• List of instances
• Test instance
• How to get an xGUS instance
• Information
• EGI coordinates user support activities and provides tools such as requirement tracker, training marketplace, AppDB, Services for VOs

www.egi.eu/user-support/
• GGUS is the helpdesk for problems with the production infrastructure
  helpdesk.egi.eu

• xGUS is a helpdesk template with the purpose to quickly generate a helpdesk portal for NGIs or User Communities
  xgus.ggus.eu
Thanks for your attention!
VO Services/Services and Tools Portfolio

Contents

1 VO Job oriented tools
   1.1 Job management
      1.1.1 Ganga
      1.1.2 Diane
   1.2 Job monitoring
      1.2.1 MiniDashboards
   1.3 Data Management
      1.3.1 Data Browsers: VBrowser
      1.3.2 SE intervention: LFCBrowseSE
2 VO infrastructure oriented tools
   2.1 Infrastructure monitoring
      2.1.1 Service Availability Monitoring (SAM) for VOs
3 VO Administration oriented tools
   3.1 Administrative tools
      3.1.1 VO Admin Dashboard
4 Service provision summary table
NA3 Overview

36 Countries
37 Beneficiaries
1379 PMs
28.7 FTEs

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<td>TNA3.3 NGI User Support Teams</td>
<td>Gergely Sipos, EGI.eu</td>
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<td>TNA3.4 Technical Services</td>
<td>Marios Chatziangelou, GRNET</td>
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</table>

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Support teams (NA3.3)
- NGI User Support Teams Experts
- Site administrators
- Projects with focus on specific areas. e.g. EDGI; MAPPER; StratusLab

Technical services (NA3.4)
- Application Database
- VO services
- Training
- Marketplace
- Requirements Tracker

Processes (NA3.2)
- User Community Board (UCB)
- VRC accreditation
- Requirements processing
- Training Working Group
- User Services Advisory Group (USAG)

Activity Management (NA3.1)
- Ensures the flow of information, knowledge and solutions among stakeholders

Integrate current and future use
A virtuous service cycle: current communities

- National Resource Providers
  - MoUs & OLAs

- Technology Providers
  - MoUs & SLAs

- Current User Communities
  - MoUs

- New User Communities
  - Lols

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Gathering New Requirements
New Technology Assessed

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EGI-InSPIRE RI-261323

GridKa School 2011
A virtuous service cycle: new communities

- National Resource Providers
  - MoUs & OLAs
- Technology Providers
  - MoUs & SLAs
- Current User Communities
  - MoUs
- New User Communities
  - LoIs

European Grid Infrastructure Ecosystem

EGI.eu

Gathering New Requirements
New Technology
Assessed

Deployed Infrastructure Services

Researchers

Use by Communities
New user communities: gathering new requirements

What makes up a Virtual Research Community?

- Virtual Organisations
- Mailing lists
- Workshops
- Forums
- Blogs
- Projects
- Shared stories
- Best practices
- Collaborations
- Laboratories
- Partnerships

Discover

Integrated Services
- Human
- Technical
- Infrastructure

Design

VRCs provide EGI with:
- Requirements
- Applications and tools
- Data collections
- Training modules
- Success stories
- Experts
- Users

Deliver

EGI offers VRCs:
- Easy to use infrastructure
- Grid-ready applications
- Training resources
- Help and support
- Involvement in open development processes
- Workshops and forums

GridKa School 2011
• EGI helpdesk
  – Technology helpdesk
• NGIs -> xGUS