Global Grid User Support
- GGUS -
within the LCG environment
Outline

- Forschungszentrum Karlsruhe
- GGUS concept and objectives
- Support teams within LCG
- Current status of GGUS web portal and helpdesk system
- Outlook and next steps
- GGUS staff
One of the biggest research institutions in Europe with over 3500 employees.

5 Research areas:
- Structure of Matter
- Earth and Environment
- Health
- Energy
- Key Technologies (Nanotechnology, Grid Computing)

Institute for Scientific Computing:
- Providing IT services
- Establishing Grid Ka, GGUS
Concept of Global Grid User Support - GGUS

**Target:**
24×7 support via time difference and 3 support teams

**Currently:**
GGUS FZ K
GGUS ASCC

**Planned:**
GGUS USA

Time difference between the GGUS Centers enables extended availability (target: 24×7).
Objectives

- Single point of contact and information for Grid related questions
  - Resource availability
  - FAQ’s
  - Downloads
  - News and problems
- Support for HEP experiments (and other Grid user communities EGEE)
- Design, implementation and operation of a knowledge base
Support Teams within LCG

- CERN Deployment Support (CDS)
  - Middleware Problems

- Grid Operations Center (GOC)
  - Operations Problems

- Resource Centers (RC)
  - Hardware Problems

- Global Grid User Support (GGUS)
  - Single Point of Contact
  - Coordination of User Support

- EGEE
- Other Communities (VOs)

- Experiment Specific User Support (ESUS)
  - Software Problems

- 4 LHC experiments
  - (Alice Atlas CMS LHCb)

- 4 non-LHC experiments
  - (BaBar CDF Compass D0)
Support Workflow

Rule based Workflow

Application problem

Deployment problem

Operations problem

User

GGUS

ESUS

CDS

GOC

+Local operations
Architecture

- Web-Interface for user interaction
- Middleware & Interfaces
- Workflow engine
- Middleware & Interfaces
- Reporting & Analysis
- Universal Database for GRID related problems
- ESUS, CDS, GOC

Resources and Status

Central User DB

User

GGUS Helpdesk Application (Remedy)

Workflow engine

Web-Interface & JAVA Client for support interaction

ESUS, CDS, GOC

Application model

- SuSE Linux 9.0
- Apache 1.3.x with mod_ssl
- MySQL 4.0.x
- PHP 4.x
- Remedy 5.1 Server & Middleware
- Remedy 5.1 C/C++ APIs
- Oracle 9.x
Current status

GGUS team

4 people at FZK
5 people at ASCC
Teamed up with ASCC since April 2004
Support time from 00:00 – 14:30 UTC (=GMT)
Germany: UTC +2/+1 (Summer/Winter time)
Taiwan: UTC +8
Current status

Helpdesk application
- Release version 1.0 is deployed and operational
- Workflows and escalations are running
- Application is accessible via web interface and via windows client
- User authentication via certificates and userid/password are in place
Current status

Web Portal

- www.ggus.org is online since October 2003
- User interface to submit, modify and track tickets deployed and operational
- Rudi mental news information system is in place
- First version of FAQ system and a documentation section is online
- Monitoring and status information is available from GOC and local operations (Grid K)
Screenshots

- GGUS-website “Home”
- GGUS-website “Submit a Service Request”
- Remedy view for support staff
Forschungszentrum Karlsruhe
in der Helmholtz-Gemeinschaft

Outlook

- New Helpdesk application (Remedy release 6.0)
- Enhancements based on user and support feedback
- Development of interfaces to other helpdesk systems
- New FAQ system with high user integration
- First plans how to establish the knowledge base
- Provide support to EGEE community
- Additional web portal, but same database pool
- Search for a third partner in the US to achieve the goal of 24-hour support
- Ongoing marketing actions within the Grid community
Access to GGUS

- GGUS website: http://www.ggus.org
- Email: Support@ggus.org
- Phone FZ K: +49 7247 828383
- Support time:
  - ASCC: Mon to Fri. 0:00 to 8:00 UTC
    (local time 8 am to 4 pm)
  - FZ K: Mon to Fri. 6:00 to 14:00 UTC
    (local time 8 am to 4 pm)
GGUS Staff - Forschungszentrum

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Thank you for your attention!