

Sustainable Grid User Support

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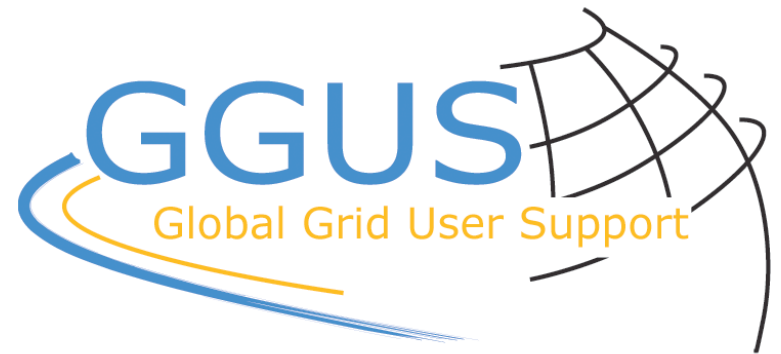
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- User education
- Simple access to a broad range of information
- Application integration and support
- Day-to-day support for the users of grid data, compute, networking and VO specific services

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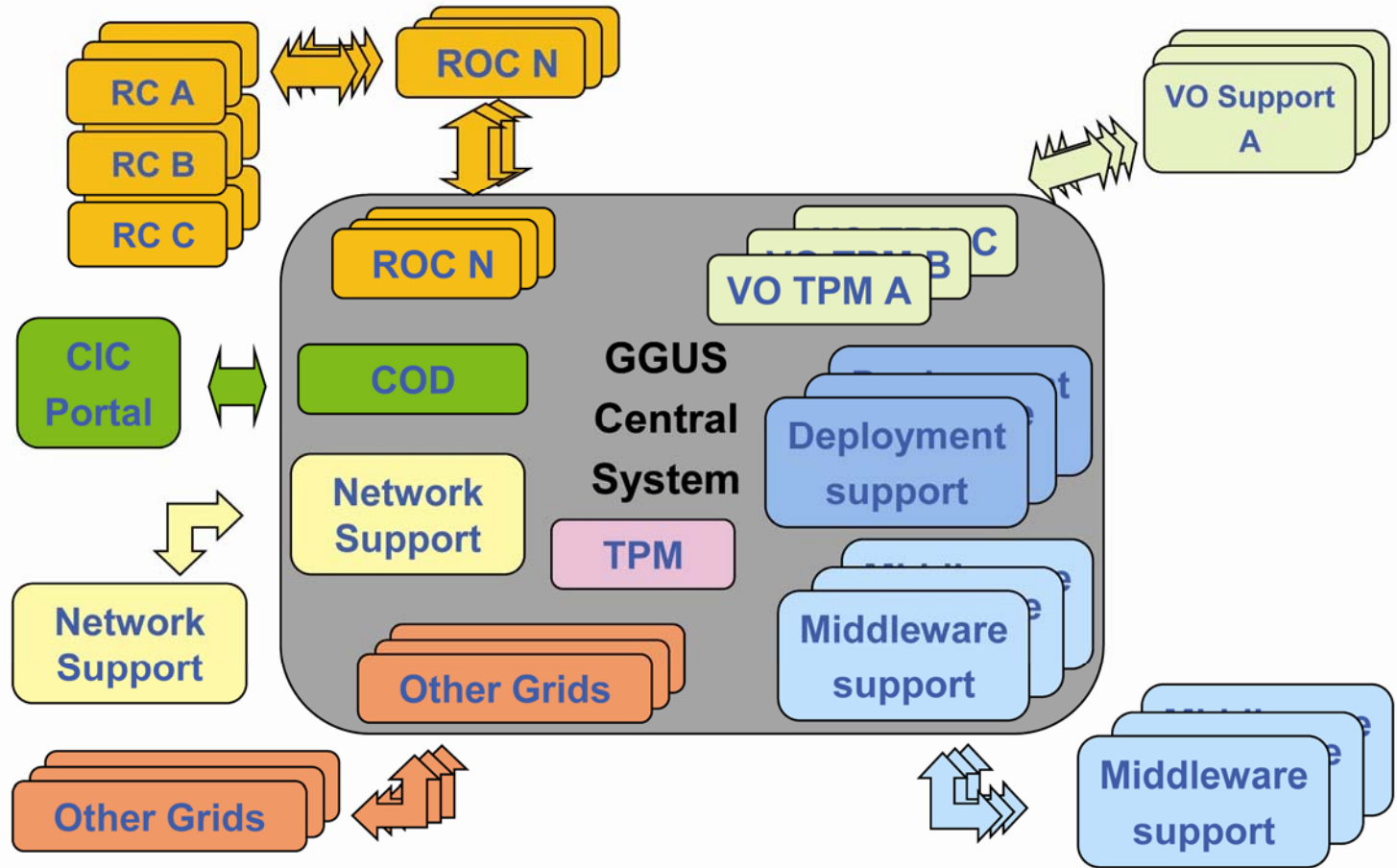
- Distributed nature of the Grid :
experts located everywhere, sometimes in specific centres;
spread of resources and services; different policies and laws
- Variety of users :
beginners, system administrators, operators, network specialists, Virtual Organization communities
- Variety of applications :
high energy physics, biomedical, earth observation, astrophysics, computational chemistry, etc.

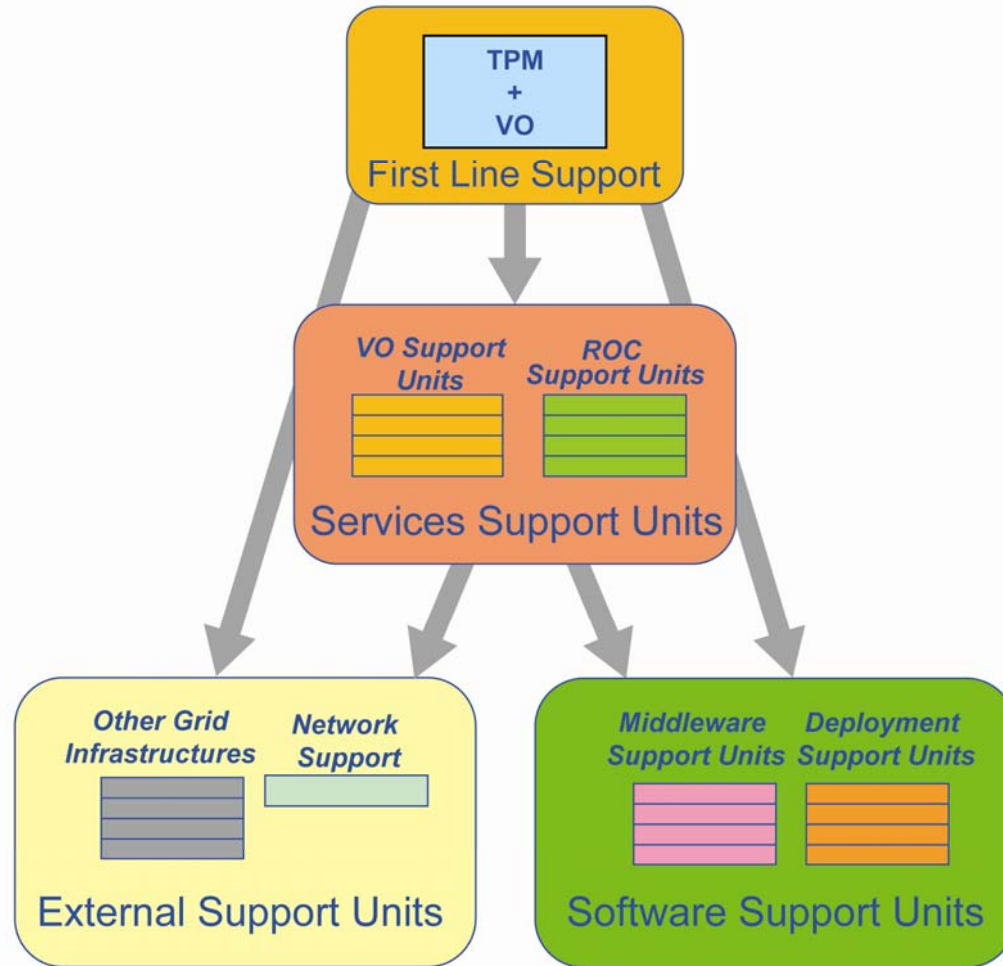
- Global Grid User Support (GGUS) is the EGEE support infrastructure for grid users, deployment and operation problems
- It does not substitute but integrate existing infrastructures and coordinates support efforts

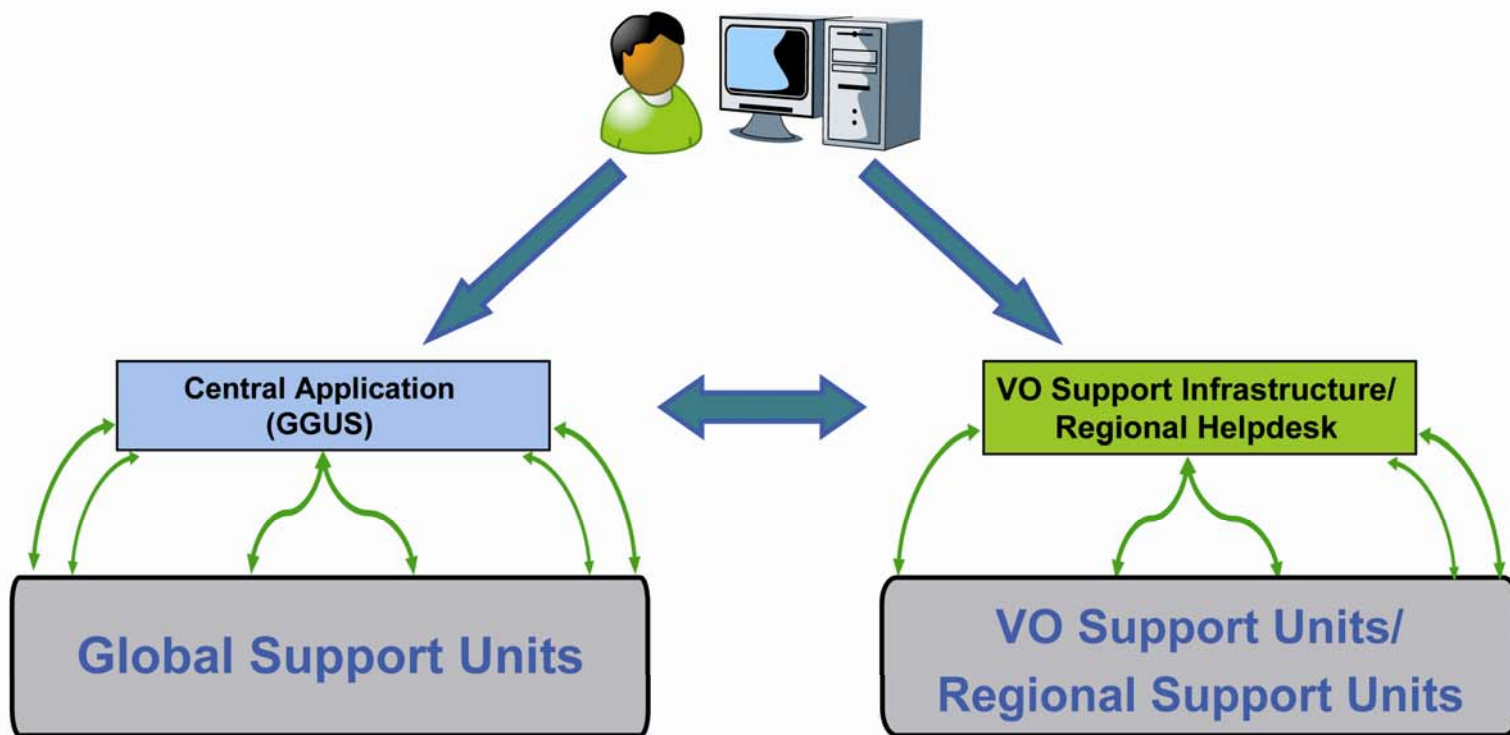


- An access point for support
- A portal containing information and documentation concerning the set of services involved
- (Links to) tools to help resolve problems
 - search engine
 - monitoring applications
 - resources status
 - ...
- Integrated interfaces with other Grid infrastructures' support systems
- A knowledge base combining information from various sources throughout the project

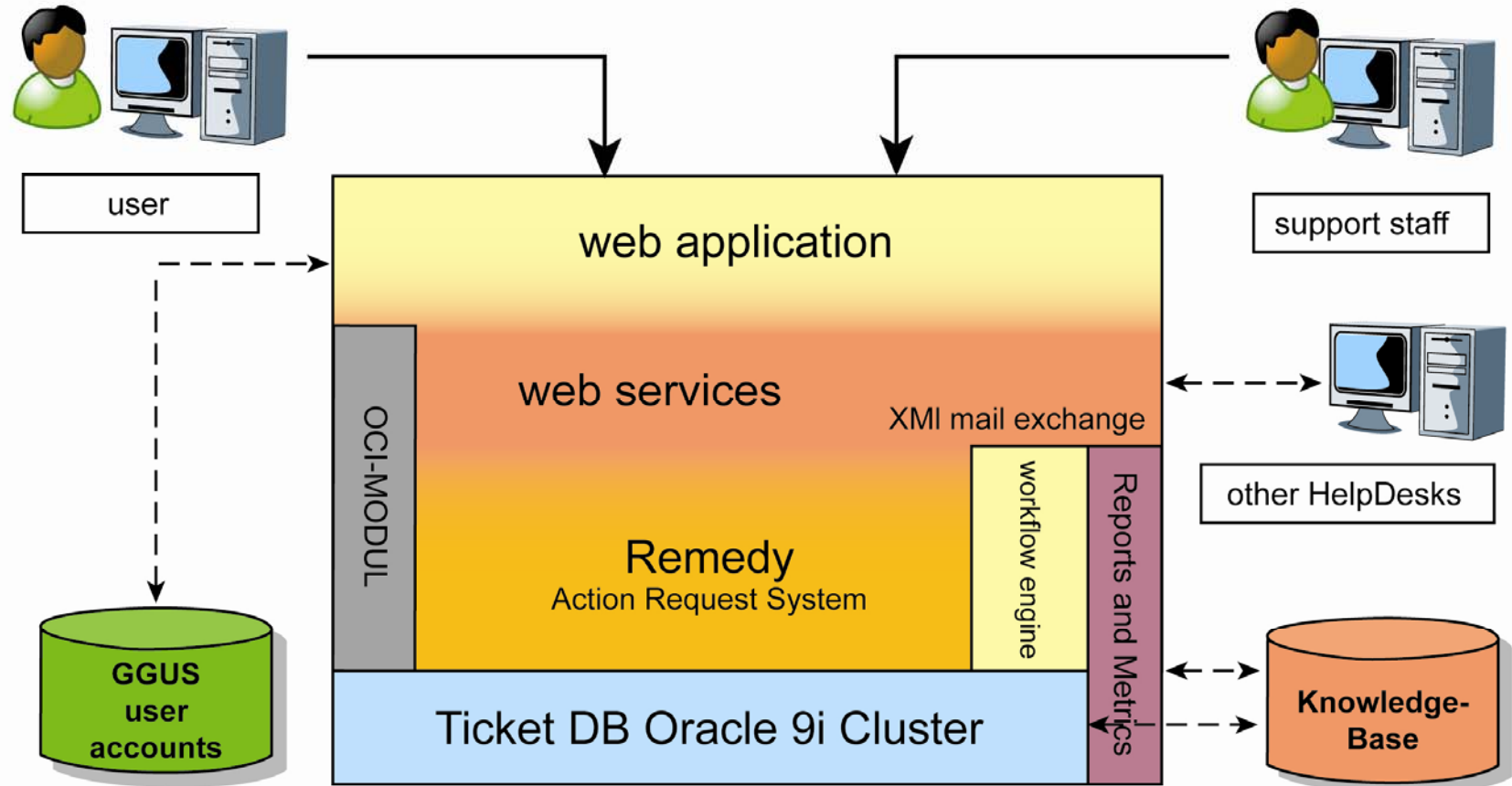
- GGUS started in 2003 as a prototype support system in LHC
- Strictly hierarchical structure in LCG (tier model)
- Transition to EGEE meant migration to a different operations model: The federative approach
- 11 Regional Operation Centres instead of one Grid Operation Centre
- Different approach was needed in user support also
- Transition to EGI might require adaptations again

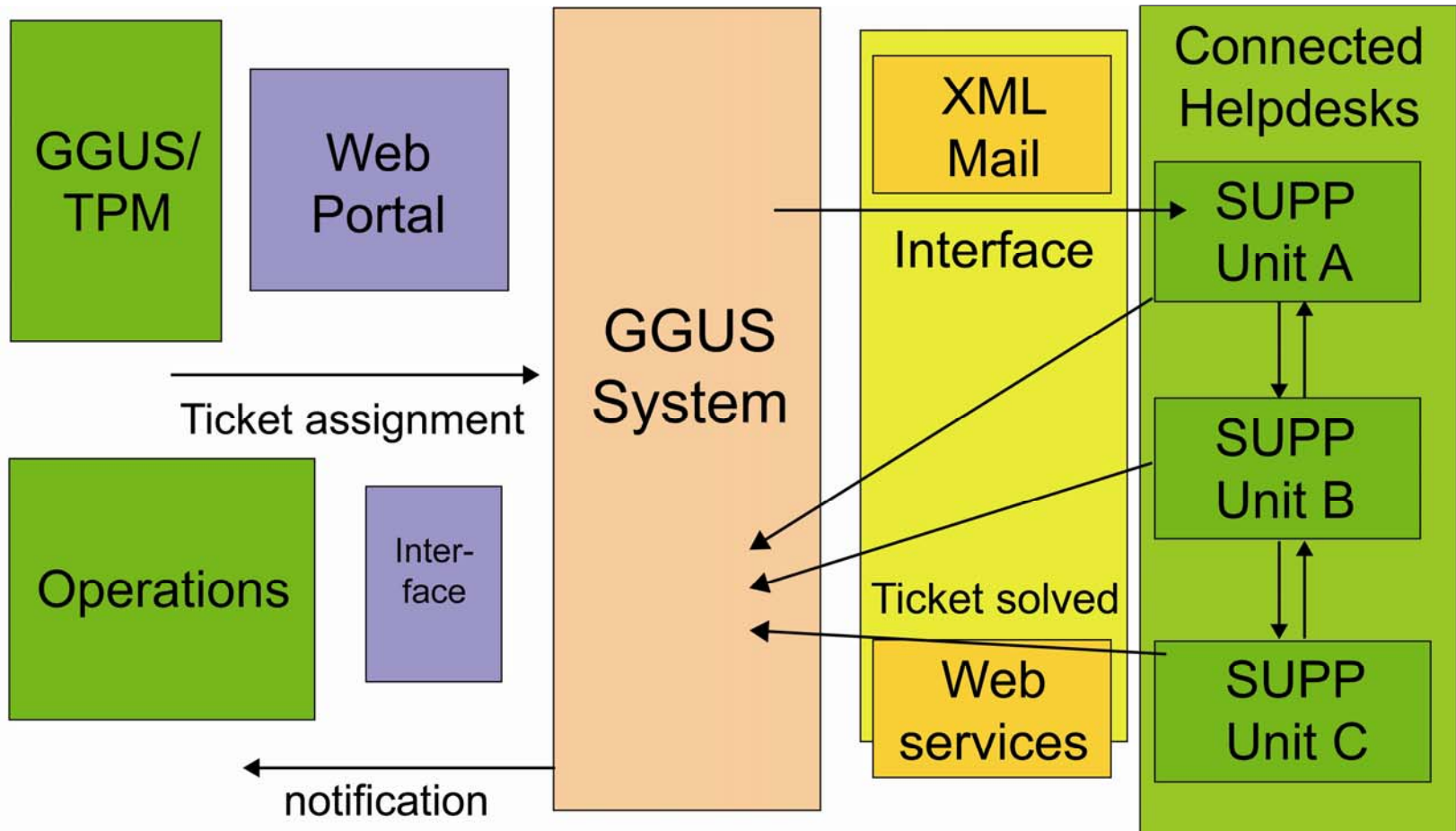




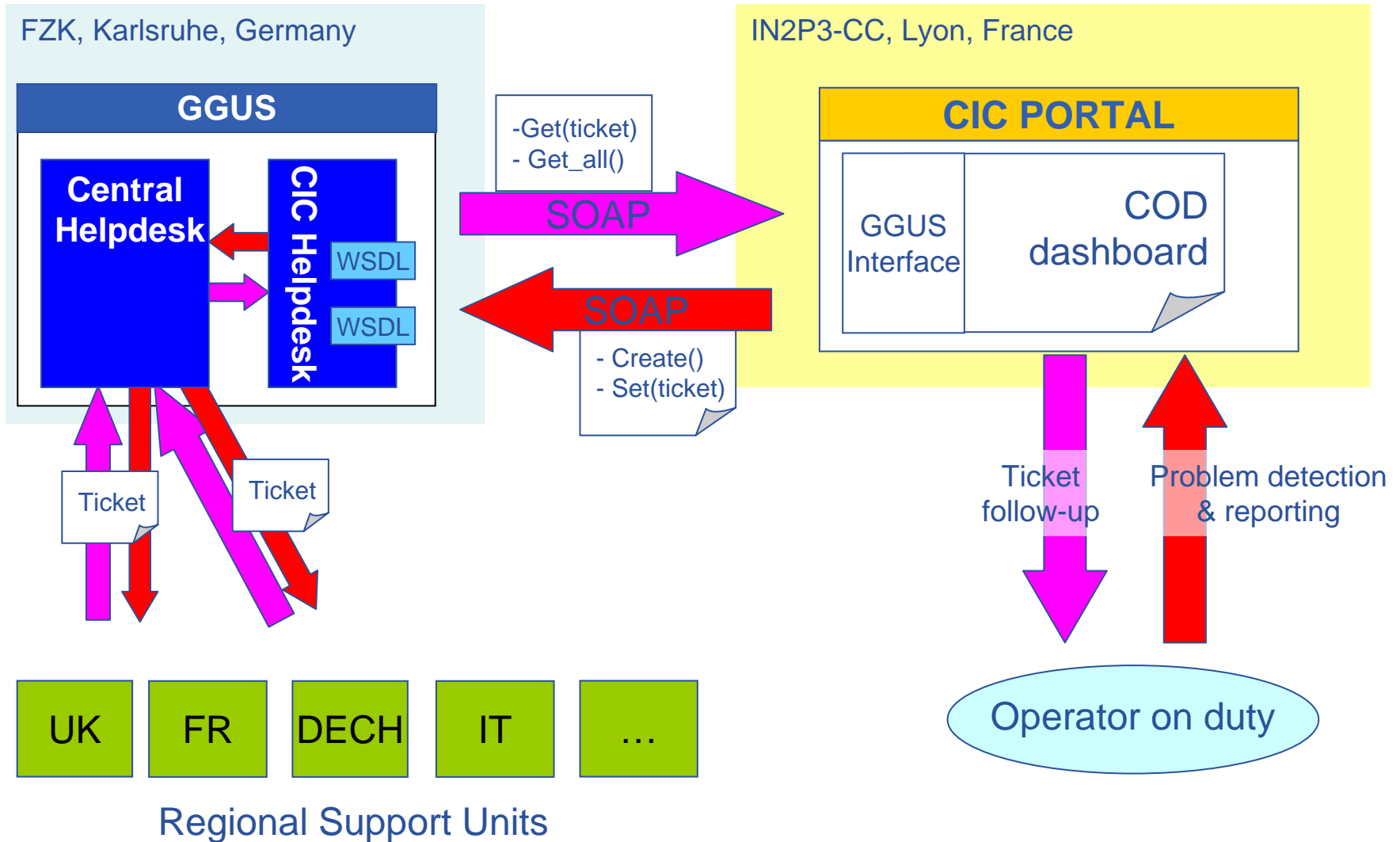


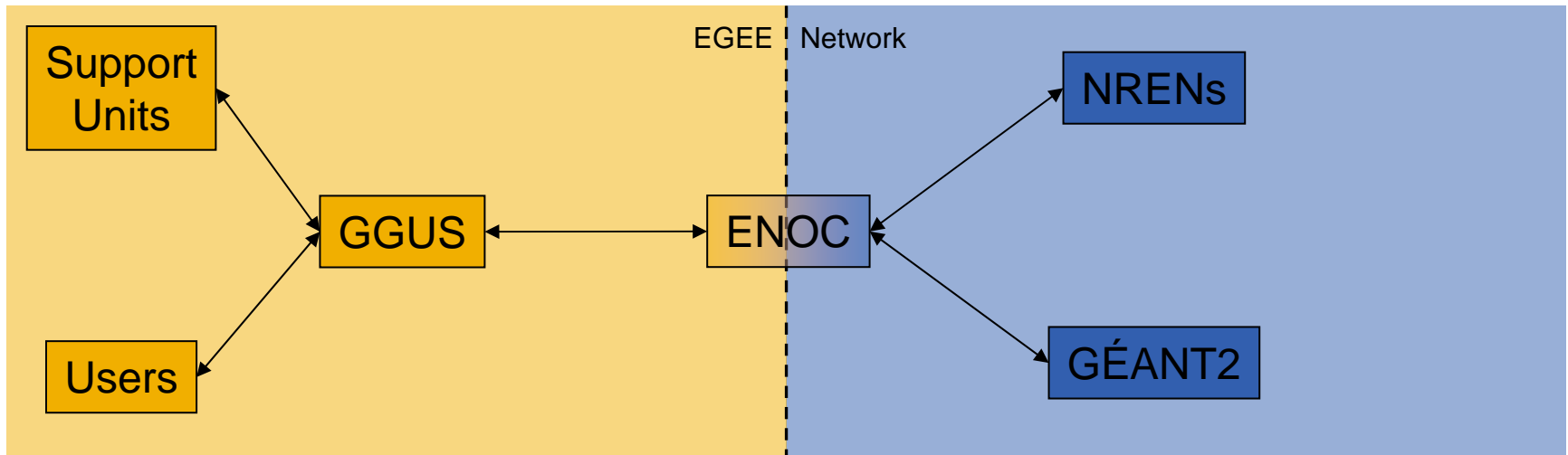
- Ticket Processing Managers (TPM):
Grid experts as first line support
- First line support for VOs
- Specialized Support: Middleware, Deployment, VO Support
- ROCs and RCs: Local support and services
- ENOC: Network support



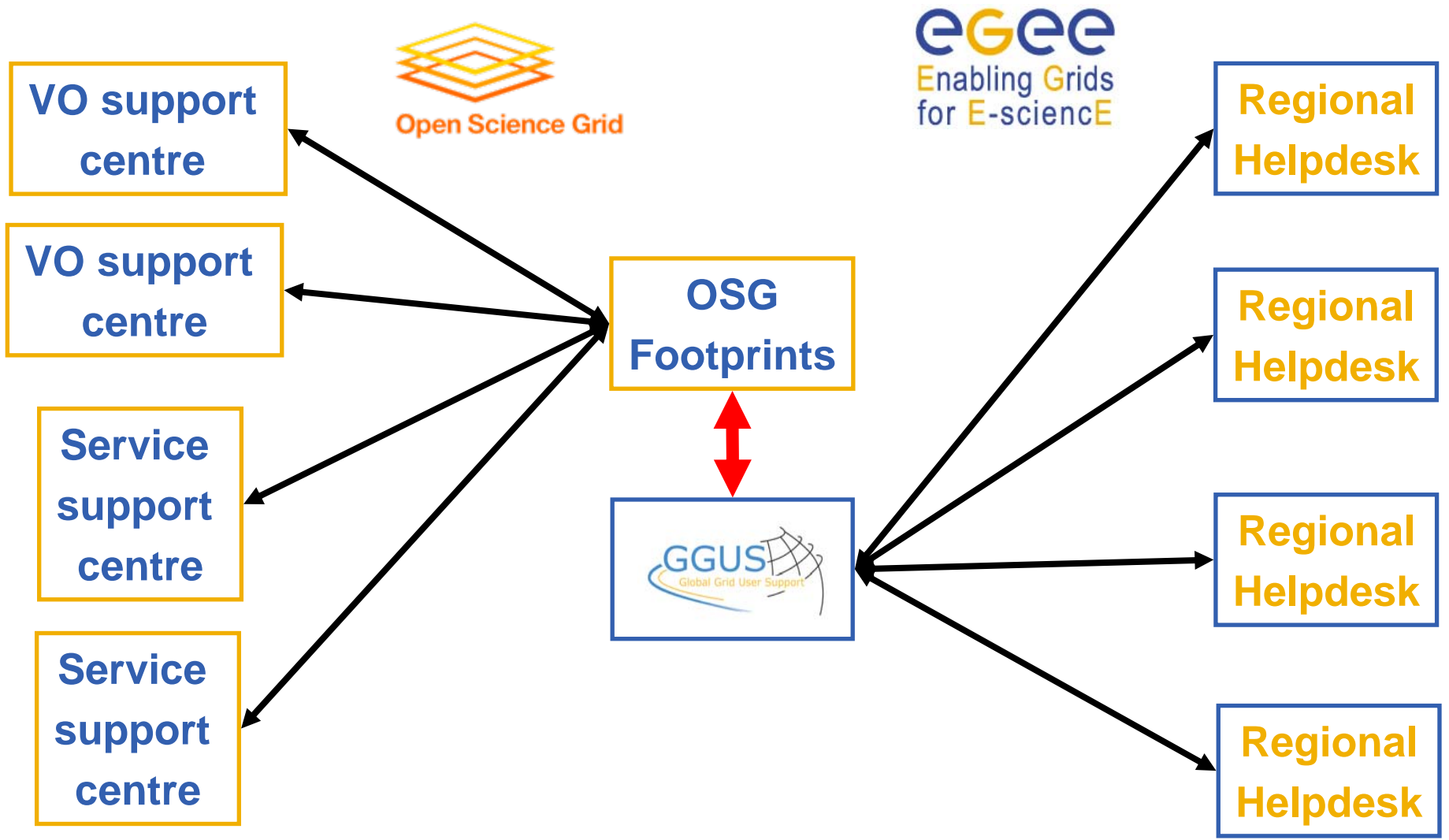


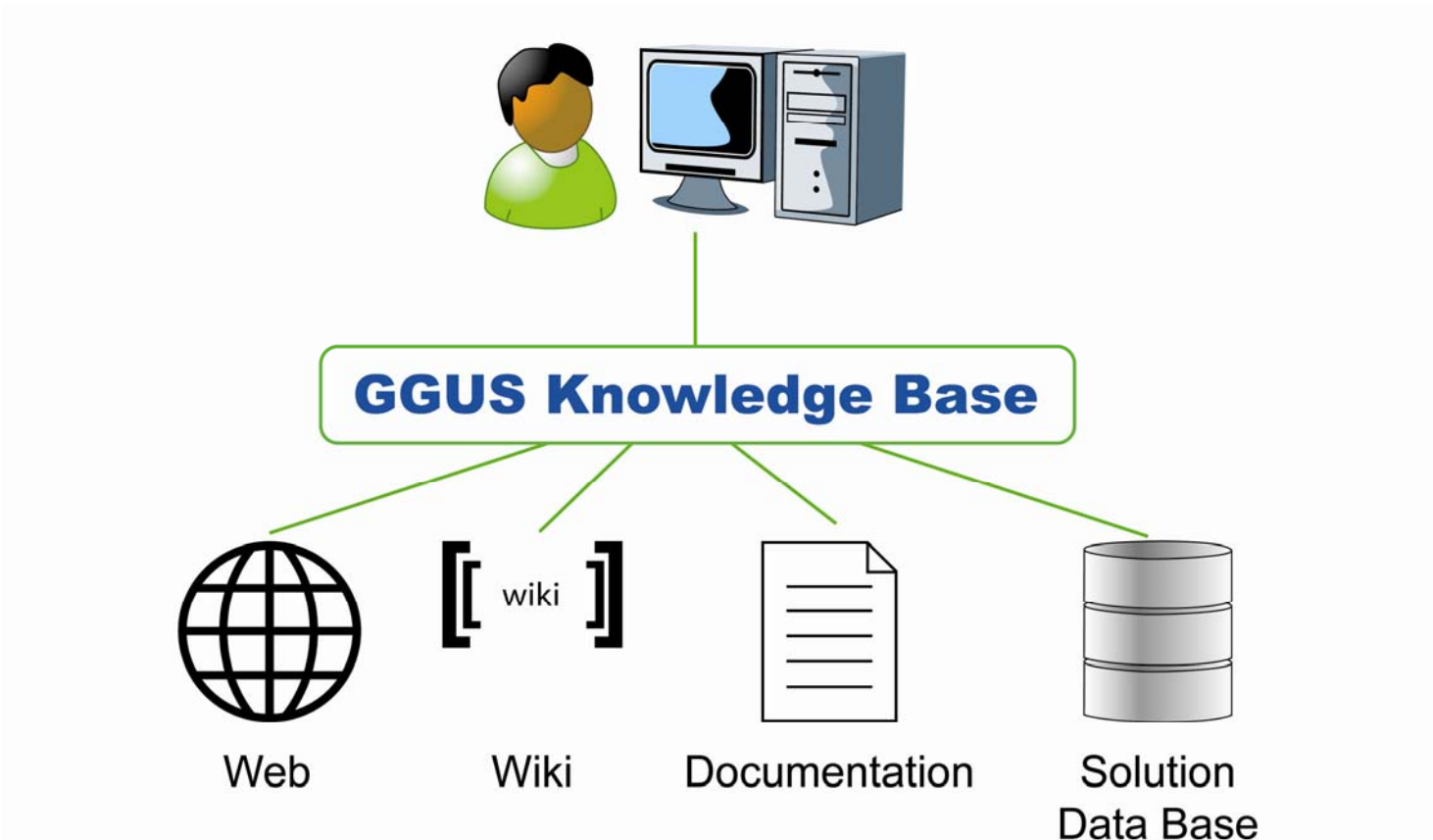
- Purpose/role
 - Detect problems by monitoring the grid
 - Report them by creating and assigning GGUS tickets
 - Provide help and follow-up on problems
- Operations Support teams : “COD”
 - Teams from the ROCs
 - Weekly shift
- CIC-Portal/GGUS interface
 - Based on Web services at GGUS side
 - “COD dashboard”: graphic user interface for operators, hosted at IN2P3 Computing Centre (Lyon, France)

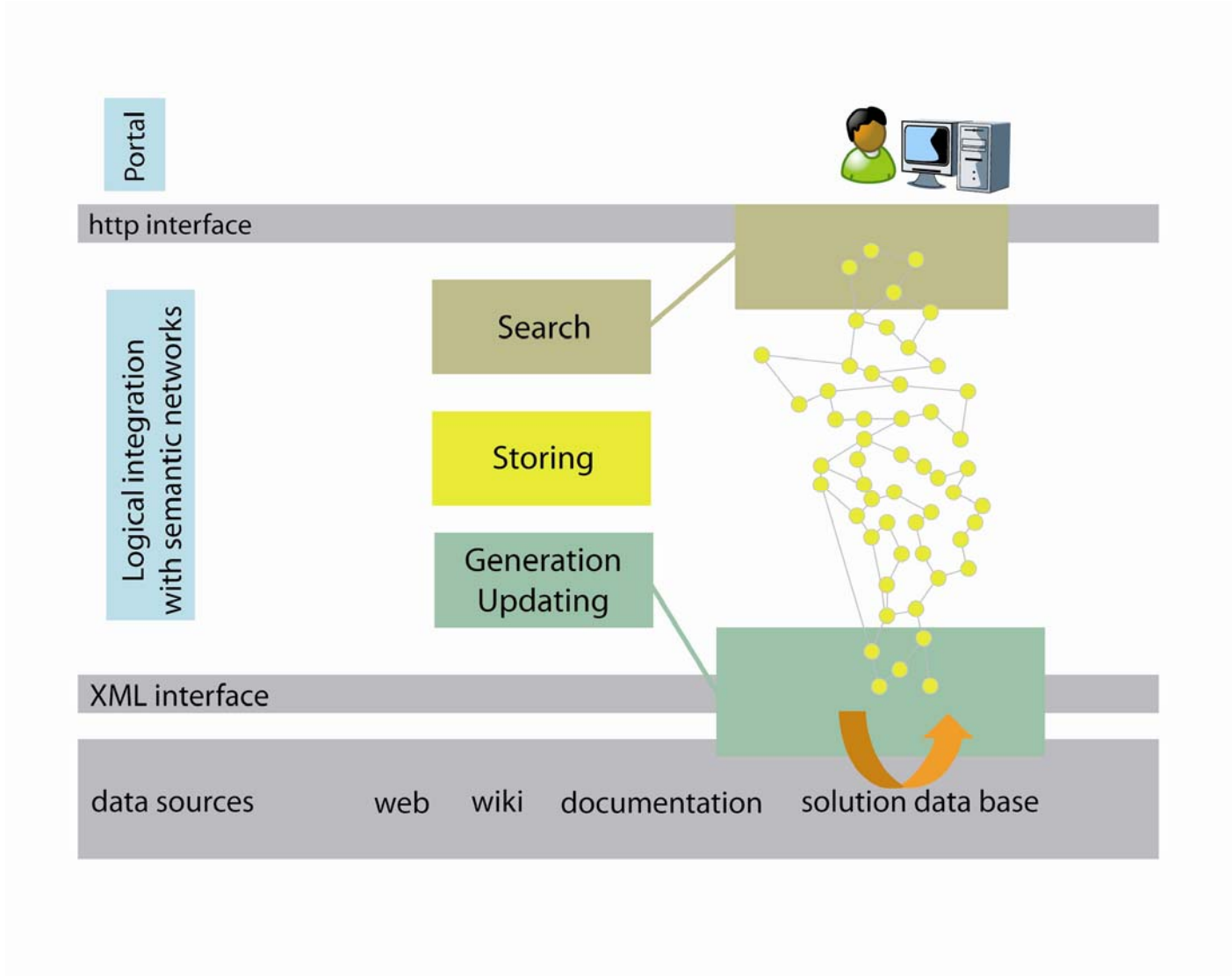




- Interface with NRENs is running like in EGEE:
- ENOC receives Trouble Tickets (incident, maintenance) from GÉANT and the NRENs (currently France, Germany, Greece, Hungary, Ireland, Italy, Russia, Spain, Switzerland, and United Kingdom);
- More to come: Poland, the Netherlands, Czech Republic;
- Forward it to GGUS after analysis and if relevant to EGEE.
- Identified as the Network Support unit in GGUS:
- 2nd level support for network related issues.







- The structure of the GGUS system is very well suited for adaptation to changing requirements or project structures
- In EGI it could easily interface all the participating NGIs
- New support units for other middleware could be easily added
- Special requirements, e.g. for WLCG, could be handled separately
- Other types of usage will also be implemented: service tickets, protected tickets
- Workload can be shared between partners

