

Grid User Support beyond the Project Life Cycle

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Outline

- Status of user support in EGEE
- Plans for user support in EGI
- Preparation for the transition
- Conclusions

From EGEE's approach to user support...

- 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
- “Regional support with central coordination“
- GGUS widely accepted and used throughout the project

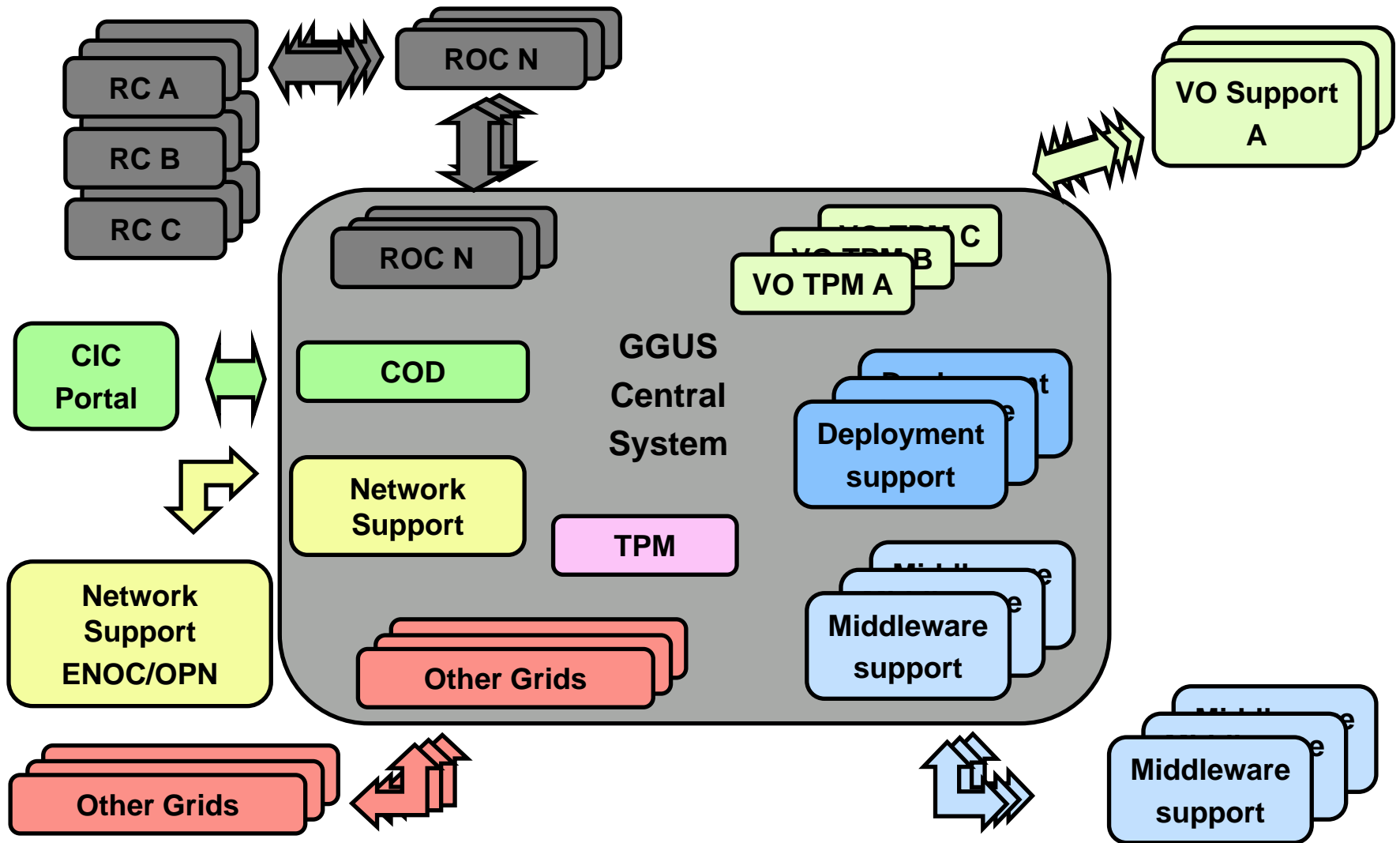


EGEE
Enabling Grids
for E-science



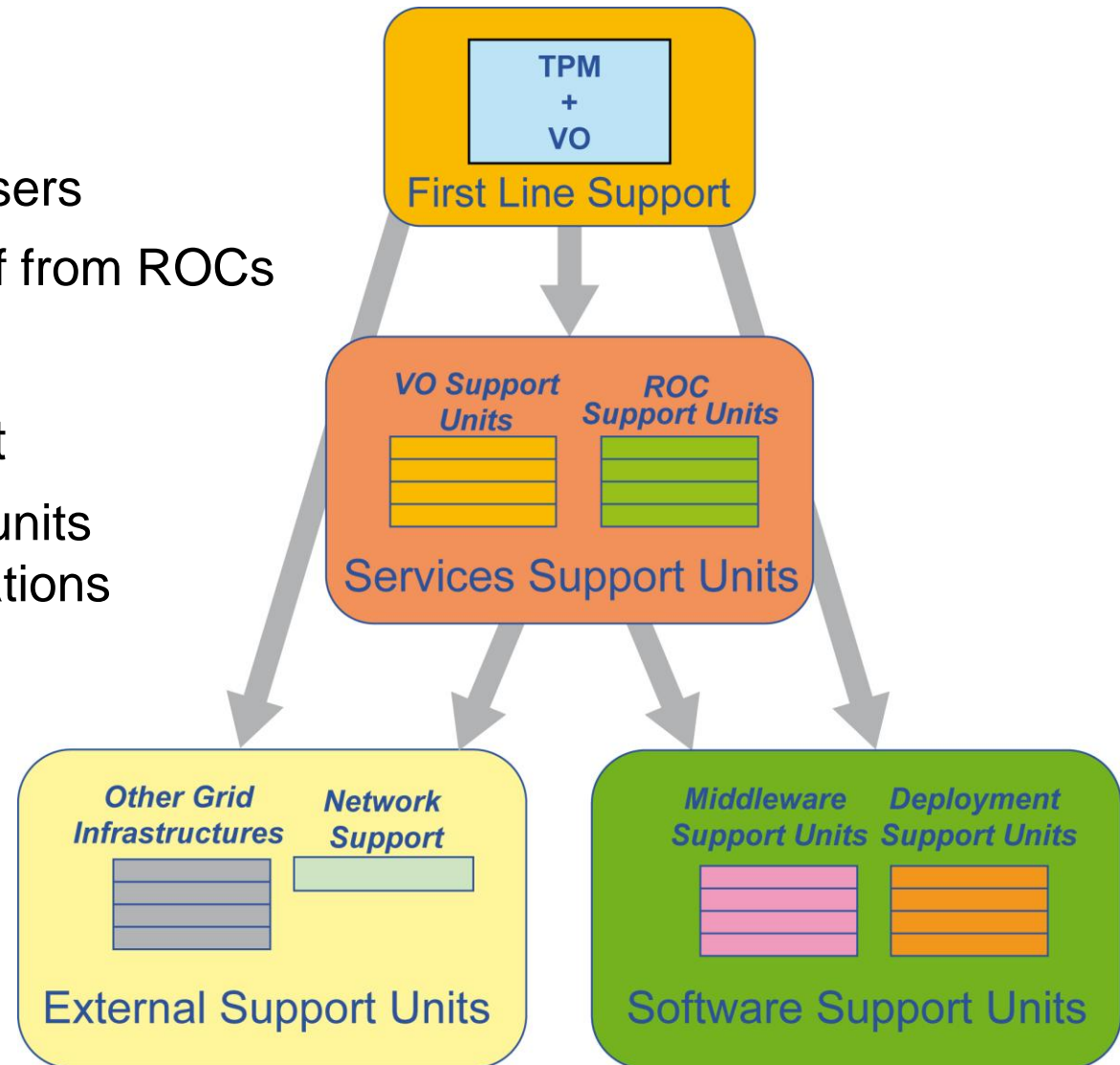
GGUS
Global Grid User Support

Current user support model



Standard support workflow

- First line support
 - by VOs for their users
 - by operations staff from ROCs
- Second line support
 - Services support units staffed from operations
- Third line support
 - Middleware and other specialists



■ USAG meeting

- Monthly meetings
- Participation from OCC, ROCs, VOs, ...

https://twiki.cern.ch/twiki/bin/view/EGEE/SA1_USAG

■ Shopping list meeting

- Sub-group of USAG
- Weekly meeting to prioritise requests and define content of release

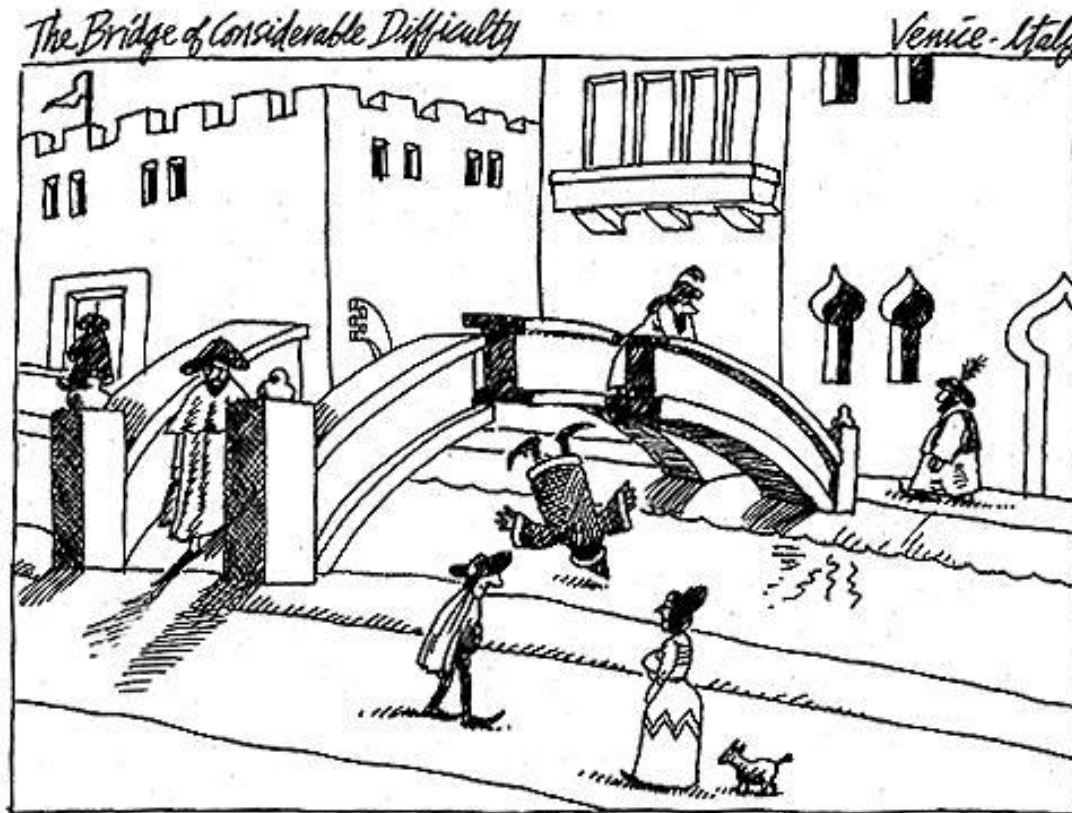
<https://savannah.cern.ch/projects/esc/>

■ Monthly releases

<https://gus.fzk.de/pages/owl.php>

...Into the EGI era

- “EGI will link existing NGIs and will actively support the setup and initiation of new NGIs”

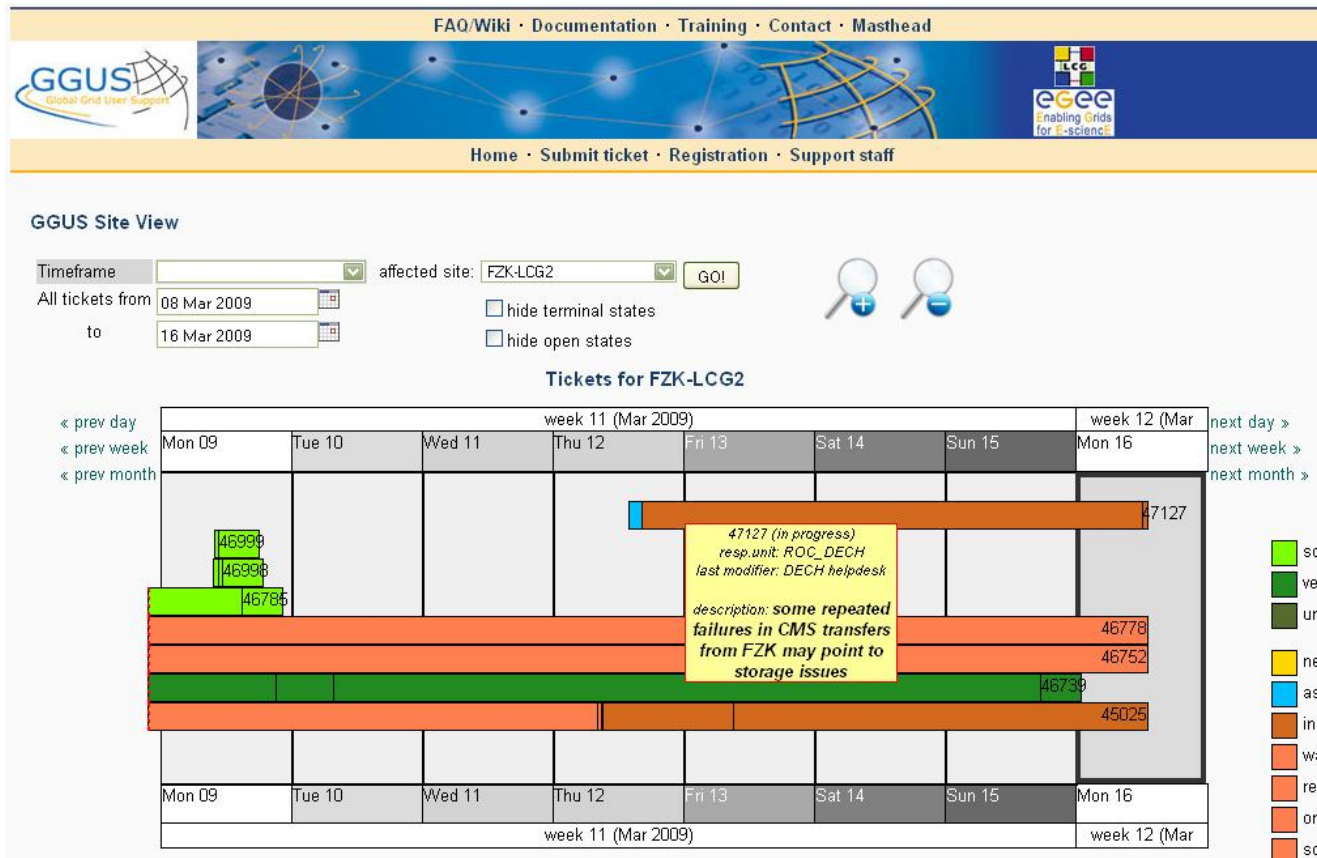


User support in EGI

- EGI will be much more heterogenous than EGEE
- Move from ~10 regions to 30+ NGIs
- The central EGI.org part will be slim
- (Central) effort for user support will have to be reduced
 - Automate workflows
 - Re-evaluate current processes
 - Standardise Interfaces

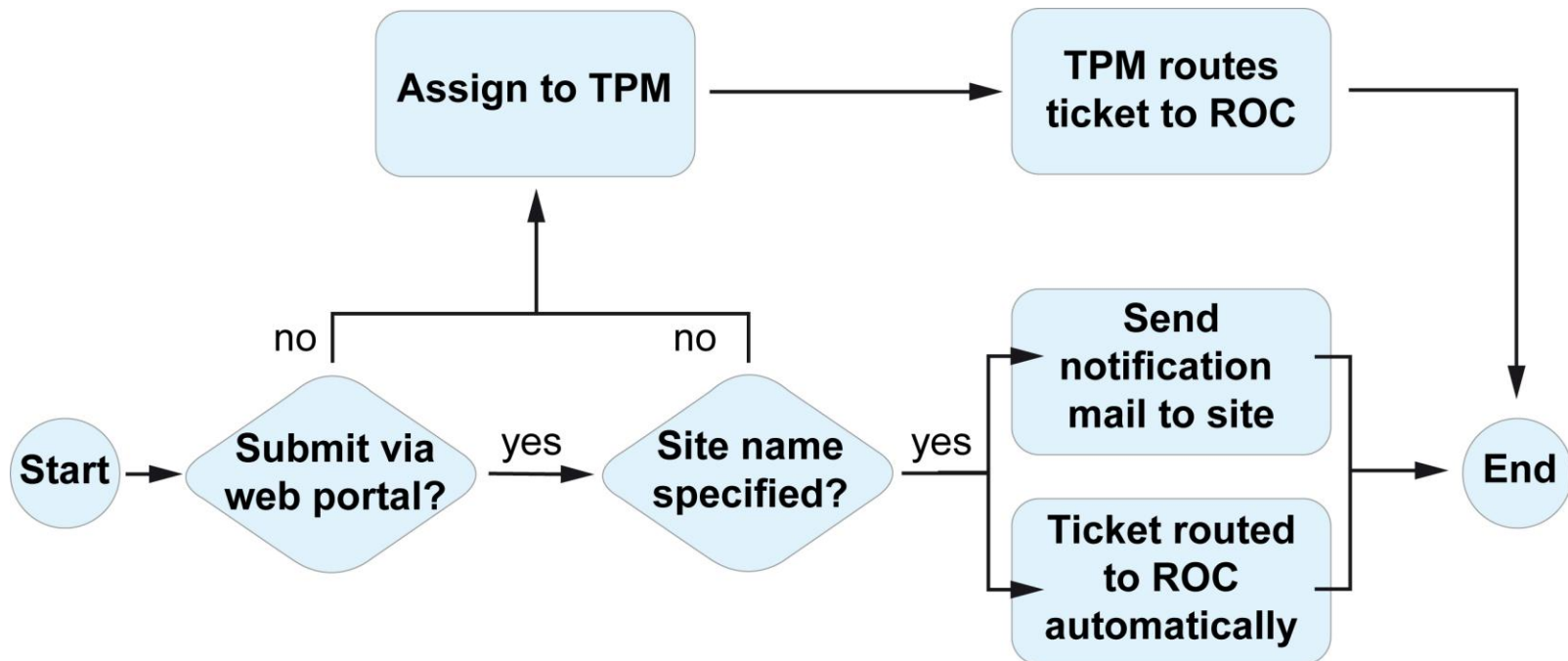
Recent developments

- LHCOPN helpdesk
- Ticket Timeline Tool



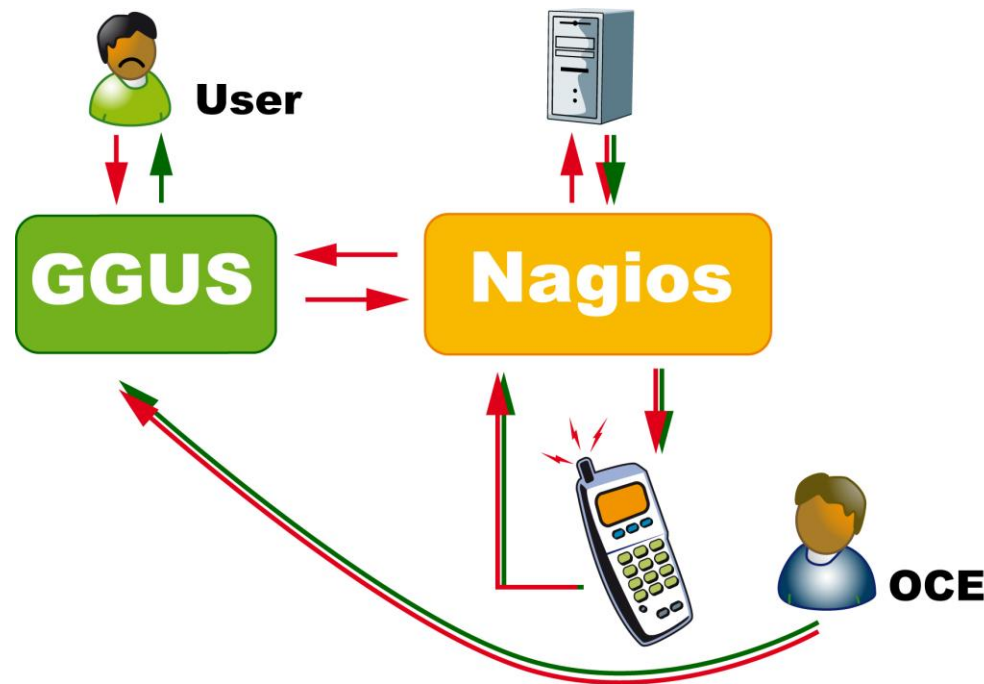
Recent developments

- **Direct routing** of user tickets to sites
- **Alarm tickets** triggering Tier-1 site in case of emergency
- **Team ticket** enabling hand-over of tickets between shifters
- **Interface to GOCDB** to retrieve site contacts



Future plans

- Report generator to create metrics and statistics
- VOMS integration to retrieve user/support staff roles



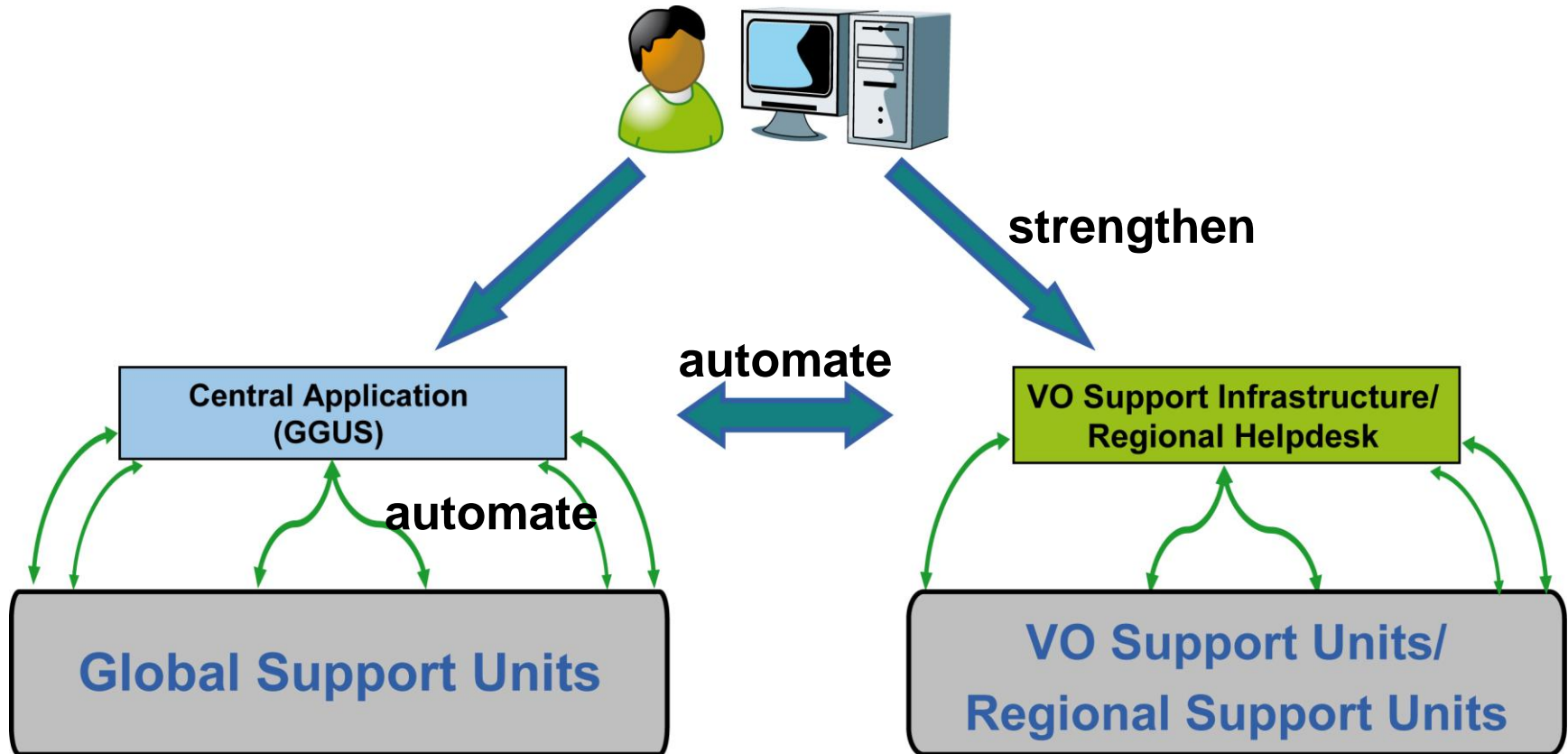
Future of first line support

- Who will provide the effort?
 - EGI.org
 - Not a lot of resources are foreseen for a central first line support in EGI.org
 - Would NGLs to participate in central first line support?
 - NGLs
 - Have to have first line support form national users anyway
 - Might not accept requests from outside
 - VOs
 - National VOs should be dealt with nationally
 - Multi-national VOs will want central support
 - VOs have their own support infrastructures for VO specific problems

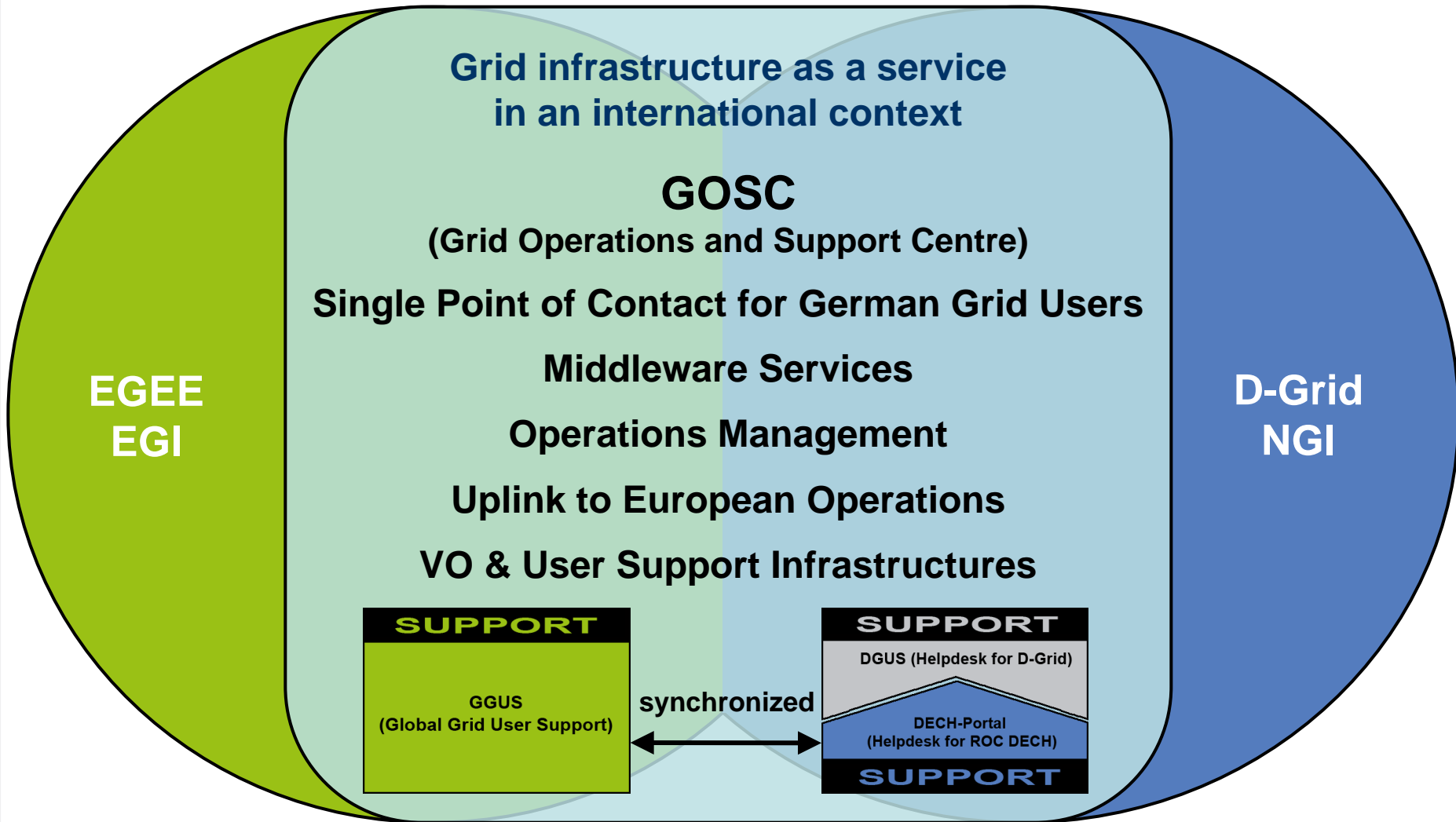
Future of first line support

- We should aim at an approach mixing central and national first line support
 - Whatever can be attributed to an NGI should be routed there
 - By DN
 - By email address
 - By direct assignment
 - The (hopefully) small rest has to be assigned / triaged / dealt with centrally

Distributed/regionalised workflow



German Grid Operations and Support Centre



See presentation by **Sabine Reißer** in session **Operation & Management II**

Conclusions

- User support activity well prepared for the coming changes
- User support has always been distributed
- Work has to go into further automation
- The central part has to be reduced to
 - monitoring the overall performance of the support infrastructure
 - dealing with the (hopefully) small number of tickets not automatically assigned
 - Steering the development of infrastructure and processes (USAG)
- NGIs have to prepare for running the regional part
- Interfaces to other bodies (e.g. Middleware consortia) have to be defined

