User support procedures and related information

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Contents

• CE user support
• ESC report
• Support procedures
• Ideas for future
Management of CE support

- infrastructure support  ROC CE interfaced to GGUS
  - provided by ICM
  - regular participation in TPM shifts

- VO support  VOCE specific support
  - full VOCE technical support provided by CESNET
  - easy email access provided to end users
  - VOCE serves as **catch-all model VO !!!**
• Executive support committee (ESC) news
  – ROC/OSG integration
    ▪ interface implemented in both directions
    ▪ limited service verification performed, next planned in October
  – WPs enlargement
    ▪ new TPM WP set up (Min Tsai as leader)
  – user support training
    ▪ set of courses planned (http://gus.fzk.de/pages/training.php)
• Executive support committee (ESC) news
  – GGUS portal development
    ▪ Savannah ESC Shopping List establishment
      • open forum where wishes and requests for GGUS can be sent to and where they are being recorded
    ▪ On-going Working List
      • it is the official plan where everybody can get information on what is going on at GGUS, only proofed and agreed items of the shopping list make it into the OWL
    ▪ release notes
      • release notes for the monthly releases will be published
      • on the GGUS website
• Support rules definition for CE federation

  – primary issues

  ▪ user has a right to send whatever request to GGUS system anytime he/she wants

  ▪ VO-related requests should be send through VO-specific interface if there is any, for VOCE VO RT system through egee@cesnet.cz should be used

  ▪ infrastructure problems should be send to ROC CE system
• Support rules definition for CE federation

  – further issues

  ▪ first/second line CE support is formed by VO or ROC related

  ▪ support system solving CE tickets and possibly forward them

  ▪ GGUS functions as “clearing centre”

  • if there is ROC CE related problem reported by end user through RT for VOCE it is necessary to send the request to OOZ ROC system through GGUS
VOCE 2006 Statistics

Number of tickets before specific date

- January 1
- February 1
- March 1
- April 1
- May 1
- June 1
- July 1
- August 1
- September 1
- September 18

- new tickets
- solved tickets
• **Status quo and possible outlook**

  - **current CE status**
    - ROC CE helpdesk and VO CE helpdesk available

  - **future CE status??**  
    - relatively large number of OOZ/RT tickets (hundreds) that can be manipulated “at home (CE)"
    - no need to go through GGUS
    - subscription of administrators to support system OOZ x RT (easier than local interface development)
    - provide unified CE statistics (ROC plus VO together)

  **CE users should be served at CE**