Comments concerning user support within CE region

Jan Kmuniček
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Concept of the user support

- **Support within the CE region**
  - has to be necessarily complementary with the global EGEE support concept defined by ESC
  - **ESC concept**
    - support model in EGEE can be captioned as "regional support with central coordination"
    - users can make a support request via their Regional Operations Center (ROC) or via GGUS
    - within GGUS there is an internal support structure for all support requests
    - workflow procedure defined and available
• **Access points (for users, VOs, operations):** ROC or GGUS

  - GGUS responsible for coordinating the effort
  - ROCs involved in the support effort

  - **Executive Support Committee (ESC) responsible for:**
    - Integrate all of the ROC, CIC operations and VO operations into the GGUS support system
    - Documenting the workflow through the GGUS system for each unit
    - Enhancement of the GGUS portal
    - Establish the mechanism and collect feedback from users, developers, ROCs, etc.

  - **Local support committee (at ROC) responsible for:**
    - Identify local experts, creation of experts communities
    - Report on specific issues with local VO/Operations support
    - Provide documentation, tools, how-to guides, examples
    - Agree on common interfaces, tools, information presentation.
Remarks to current state

- CE ROC has to provide interface to GGUS (May 2005)
- Interface to RT system will be provided for CE federation
- RT system already running for CZ purposes
- work on interfacing GGUS has started
- RT-GGUS interface development cooperated with NE federation (testing)
Enterprise-grade issue tracking.

RT stands out by a huge margin as the best thought out, most easily used and appropriate piece of software for managing high volume.

- Andy Nash, Product Development Manager, Hourou.com

In less than 3 hours I had RT up and running and a staff of 25 tech support staff using it to field queries from customers. No training, no mess, no fuss. It just worked.

- David Troy

Best Practical Solutions LLC are the creators of RT: Request Tracker, the leading open-source issue-tracking system.

RT is an enterprise-grade task- and ticket-tracking platform, designed to simplify tracking of issues, user requests and project management in a community of users. We are the acknowledged expert in providing software support and custom-developed extensions for RT.

Best Practical was founded to deliver value to RT’s established base of users by providing custom development and user support for RT. We are fully committed to supporting RT as an open-source technology, while providing the quality development and support necessary to operations in commercial enterprises and corporations.

Training
Best Practical offers training sessions taught by the people who built RT. Learn how to get the most out of RT!

RT: Request Tracker
Best Practical’s flagship product is the leading open-source task- and ticket-tracking platform. RT simplifies and organizes tasks and information, whether for technical organizations, project management, information management or incident response.

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### RT at a glance

#### 10 highest priority tickets I own...

<table>
<thead>
<tr>
<th>#</th>
<th>Subject</th>
<th>Priority</th>
<th>Queue</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>44</td>
<td>Re: VOCE</td>
<td>0</td>
<td>voice</td>
<td>open</td>
</tr>
</tbody>
</table>

#### 10 newest unowned tickets...

<table>
<thead>
<tr>
<th>#</th>
<th>Subject</th>
<th>Queue</th>
<th>Status</th>
<th>Created</th>
</tr>
</thead>
<tbody>
<tr>
<td>46</td>
<td>arlo nesynchronizuje cas jako (Open)AFS</td>
<td>meta</td>
<td>new</td>
<td>6 min ago</td>
</tr>
<tr>
<td>45</td>
<td>PBS MOM neluje rozumne hlaseni pri chybe obnovovani ticketu</td>
<td>meta</td>
<td>new</td>
<td>9 min ago</td>
</tr>
<tr>
<td>43</td>
<td>Povolit prispevky i cizim lidem?</td>
<td>meta</td>
<td>open</td>
<td>26 hours ago</td>
</tr>
<tr>
<td>40</td>
<td>opakovani zadosti o certifikat</td>
<td>vace</td>
<td>open</td>
<td>2 days ago</td>
</tr>
<tr>
<td>38</td>
<td>Memory leak v http (re: java na skurutovy)</td>
<td>meta</td>
<td>new</td>
<td>4 days ago</td>
</tr>
<tr>
<td>37</td>
<td>ACL zaznamy @zcii nefunguju v</td>
<td>meta</td>
<td>new</td>
<td>6 days ago</td>
</tr>
<tr>
<td>36</td>
<td>afs/ics.muni.cz</td>
<td>meta</td>
<td>new</td>
<td>6 days ago</td>
</tr>
<tr>
<td>33</td>
<td>metaldf</td>
<td>meta</td>
<td>new</td>
<td>6 days ago</td>
</tr>
<tr>
<td>32</td>
<td>uid cronello</td>
<td>meta</td>
<td>open</td>
<td>6 days ago</td>
</tr>
<tr>
<td>31</td>
<td>cekani ve fronte na skinetech</td>
<td>meta</td>
<td>open</td>
<td>9 days ago</td>
</tr>
</tbody>
</table>

#### Quick ticket creation

<table>
<thead>
<tr>
<th>Subject</th>
<th>Queue</th>
<th>Owner</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>egge</td>
<td>kmunickecek</td>
</tr>
</tbody>
</table>

### Quick search

<table>
<thead>
<tr>
<th>Queue</th>
<th>New</th>
<th>Open</th>
</tr>
</thead>
<tbody>
<tr>
<td>egge</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>egge-l</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>meta</td>
<td>8</td>
<td>5</td>
</tr>
<tr>
<td>vace</td>
<td>1</td>
<td>0</td>
</tr>
</tbody>
</table>

*Don't refresh this page.*
On Fri, Apr 15, 2005 at 06:39:55PM +0200, Jiri Chudoba via RT wrote:
> K cemu je zapotřebí internet browser? Zrejme k přístupu ke
> GENIUS, ale ten zatím VOCE nepodporuje.

prohlížeč je potřeba hlavně k registraci uživatelů do VOCE

> Později se používá openssl ke konverzi certifikátu.
> Pouzívání se bez příkazy z UI, aníž by se zadalo
> logováním na UI.

UI ale není jediným strojem, kde je openssl nainstalován. Globusový certifikát
muží být lokalní na svém stroji a na UI se hlásit např. přes GSI-ssh.
Napsal bych tam zmínku o tom, že potřebné nastavení jsou dostupné na UI, ale
několik lat bych uživatelé do toho, ze nalogaovaní na UI je jedina cesta, jak
potřebného efektu dosáhnout.

> Step 1:
>
> Veta:
> Every VOCE user has to prove their identity before they are allowed ...
> mluví jednoduše a mnoho čísel

Hm, rozhodne jsem tu na tanku jede, ale není tohle poměrně bozny způsob jak
se anglická výrovnává s his/her? Kazdopadně stheilene/hanig by mělo
správné užívatte :-) 

> po boku O) je zapotřebí vložit bod:
> nalogaovaní se na UI

viz vyše, uvádí bych to jako možnost pro uživatele, kteri nemají lokální
software dostupny.
To be done scenarios

• Major tasks
  – CE site administrators registered in the CE RT
  – various RCs within CE region having separate queues in CE RT
  – local request tracking system can supported (interface has to be provided)
  – commitment of human capacities (provide ESC list of CE ROC supporters)

• Minor tasks
  – commitment for localization of CE RT to support local languages
To be done scenarios

• Reasons to do so:
  – only a few activities in which CE is recognized contributing to EGEE
  – if CE federation will not be actively "visible“ it means that

  ==> CE region does not nearly “exists” within EGEE
  ==> our presence in EGEE II is not crucial for EGEE II