Intro to User Support in OSG

Doug Olson, LBNL
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OSG Terms

- Virtual Organization (VO) - nearly same as EGEE definition of VO
- Resource provider (RP) - operates Compute Elements and Storage Elements
- Support Center (SC) - like EGEE Support Unit
  - SC provides support for one or more VO and/or RP
- Community Support - volunteer effort to provide SC for RP without their own SC, and general help discussion mail list
- OSG does not have ROCs but some SC can act like a ROC
  - US-CMS & US-ATLAS Tier1s each provide some support for several Tier2s
- VO support centers provide end user support including triage of user-related trouble tickets
Real support organizations often play multiple roles.

Lines represent communication paths and, in our model, agreements.

We have not progressed very far with agreements yet.

Gray shading indicates that OSG Operations composed of effort from all the support centers.

ops organizational model
VORS (VO Resource Selector)
http://vors.grid.iu.edu
GOC Services

• GOC at Indiana University runs many infrastructure services for OSG
  - Registration for support centers (SC), virtual organizations (VO), and resource providers (RP)
  - Periodic testing of resources
  - Publication of status monitoring
  - Trouble ticket system & first level ticket processing
  - Coordinates weekly operations phone meeting
  - Engineering support for software integration testing and release
  - ...

VO Support Center services

- **VO support center**
  - Interface to OSG operations for VO technical issues
  - **Manages VOMS for the VO**
    - Includes all implications for user registration
  - **Provides end user support for all members of VO**
  - Provides security contact and participates in incident handling
  - Reports resource usage accounting for VO usage
  - Publishes VO policies
Perspective on Problem Ownership

• Promoting point of view that problems are "owned" by someone from creation through to resolution.

• **If a user has a problem then the VO SC for that user owns the problem & ticket, even if fixing the problem gets assigned to a resource provider, or software providers, etc.**

• **If a problem is detected by the monitoring infrastructure then the problem & ticket are owned by the SC for the affected resource or service.**
Looking Inside US-CMS Support Center
(US-ATLAS is ~similar)
US-CMS SC, Typical Use Case

Can't transfer files from Tier 1

Troubleshooting

Simple Fix

More complicated fix

Tier 2

USCMS-OPS

Tier 1
Ticket Exchange status

• **GGUS → OSG Footprints**
  - In production
    - Today person at GOC reviews created OSG ticket and assigns to appropriate support center
    - First step in additional automation is to assign to USATLAS and USCMS based on VO field

• **OSG Footprints → GGUS**
  - In testing, need to verify correctness of ticket update