User Support Workflow in EGEE

WLCG-OSG-EGEE Operations Workshop
12-14 June 2006

T. Antoni (FZK)
The EGEE Support Infrastructure

Enabling Grids for E-sciencE

RC A
RC B
RC C

ROC N

VO Support A

CIC
Portal

GOoD

Network Support

Network Support

Other Grids

Other Grids

GGUS
Central System

TPM

VO TPM A

Deployment support

Middleware support

Other Grids

Middleware support

Other Grids

Middleware support

VO Support

CIC
Portal

Network Support

Other Grids

Middleware support

Other Grids
Problem reporting

Users can make a support request via their Regional Operations' Center (ROC) or their Virtual Organisation (VO).
Within GGUS there is an internal support structure for all support requests.

RC 1  ...  RC X

ROC 1 → Local Helpdesk

Problem

www.ggus.org

vo-user-support@ggus.org

helpdesk@ggus.org

Central Application (GGUS)
Support Workflow

Ticket submit at:
www.ggus.org

E-mail to:
<vo>-support@ggus.org
or:
helpdesk@ggus.org

Central Application (GGUS)

Automatic Ticket Creation

VO Support Units
ROC Support Units
Operations Support
Middleware Support Units
Deployment Support Units
Network Support
Other Grids

Ticket submit at:
www.ggus.org
Support Workflow

Enabling Grids for E-sciencE

Central Application (GGUS)

Automatic Ticket Creation

Local Helpdesk

Local Problem?

RC

VO Support Units

ROC Support Units

Operations Support

Middleware Support Units

Deployment Support Units

Network Support

Other Grids

T. Antoni, F. Donno

WLCG Tier 2 Workshop

12-14 June 2006
Regional Support Workflow

Enabling Grids for E-sciencE
GOoD→ROC Basic Workflow

FZK, Karlsruhe, Germany

GGUS

Central Helpdesk

CIC Helpdesk

WSDL

Ticket

Ticket

IN2P3-CC, Lyon, France

CIC PORTAL

GOoD dashboard

GGUS Interface

SOAP

-Get(ticket)
-Get_all()

-Create()
-Set(ticket)

Ticket follow-up

Problem detection & reporting

Operator on duty

Regional Support Units

UK
FR
GER
IT
...

EGEE-II INFSO-RI-031688

T. Antoni,  F.Donno  WLCG Tier 2 Workshop  12 -14 June 2006