LCG: the LHC Computing Grid project

User support working group: REPORT

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Small issues to be solved

- Sometimes status of a ticket in GGUS is not correctly updated
  - Probably a problem with the XML parser
- Risk of site directly answering the CIC mailing list and/or ROC rather than GGUS for operations tickets
Usability: what is needed

• By popular demand: better search tool
  ▪ Search tickets by VO
  ▪ Search ticket by site
  ▪ Search tickets by date

• Users want to close their tickets, or at least review them before they get closed
  ▪ Reopening a ticket which has been wrongly closed is frustrating and not user-friendly

• Better/more notification of the progress of the ticket, giving a time estimate to resolution when possible
  ▪ Identity of the supporter should be made available to the user in the ticket history
Usability: what is needed II

- Possibility of pre-assigning a ticket at creation time if Support Unit is known
- A way to categorize tickets
- A way to prioritize tickets
- A way to group tickets
  - To express the dependency between tickets (master/meta ticket)
  - To explicit the fact that they might be related to the same problem (ex: core service being down)
- Structured knowledge base for the support units to look for similar tickets
- More training
- More use-cases documentation
- Maximum size limit of mail (4000 for GGUS) should be removed
- Better interface between GGUS and savannah
Responsiveness: what is needed

- More support people
  - Or people working in support **full time**
- More training
- Better documentation
- Possibility of Assigning tickets to different support units in parallel
- VOs should get more involved
  - in the front line support
  - In the ESC monthly meetings
- TPMs
  - The TPM job should partly be automatized
  - The issue remains to be solved on how to train/help the TPM to become a grid experts
- Escalation procedure needed for units that do not act on a ticket!!
  - Last acted upon field?