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# IT-GT User Support

## NEWS

GGUS-SNOW is now active since 19.10.2011

## Introduction

This twiki is aimed at IT-GT members who are giving 3rd line user support (in some cases, 2nd line user support) using GGUS. On 19.10.2011, IT-GT supporters moved to SNOW and stopped answering GGUS tickets directly. Using SNOW instead of GGUS is transparent for the end users.

Check the following sections to know what to do to be able to give support using SNOW and where to report problems with SNOW-GGUS.

## Supporter in SNOW

In order to become a supporter in SNOW, you need to either:

- belong to the e-group [SC 2nd line Support](#) related to the functional element where you want to give support, OR
- hold the AIS role [SC 2nd line Support](#) or [SC 3rd line Support](#) associated with the corresponding functional element (this is referred to [Sc Functional Service](#) in the AIS roles application).

Contact your section leader if this is not the case. Note that synchronisation between e-groups/AIS roles application and SNOW takes ~24h.

In the table below you can see the list of e-groups associated to IT-GT FEs:

Functional element	e-group
D4ScienceII Technical Services	None
DPM Development	hep-service-dpm
FTS Development	fts-support
lcg_util Development	lcgutil-support
LFC Development	hep-service-lfc
EMI QA	emi-cern-qa
EMI Testbeds	testbed-admins
ETICS	project-eu-etics-support
gLite Release Pages and Repository	man-install-grid-support
gLite UI	man-install-grid-support
gLite VOBOX	man-install-grid-support
gLite WN	man-install-grid-support
SAM/Nagios	sam-support
GridView/Availabilities	gridview-2nd-line-support
GStat	None
Information System Development	None
Messaging	it-dep-gt-tom-mig-devel

## How to use SNOW

If you want to know how to use SNOW, please, follow this SNOW training. Contact [maria.alandes.pradillo@cernNOSPAMPLEASE.ch](mailto:maria.alandes.pradillo@cernNOSPAMPLEASE.ch) in case of further questions.

## Changes in the Service Catalogue

Please, visit the following twiki to understand the proposed changes in the service catalogue affecting IT-GT.

## IT-GT in SNOW-GGUS

Check this twiki to understand how the SNOW-GGUS link works for IT-GT, in particular the different workflows for the lifetime of a SNOW-GGUS ticket depending on whether the incident requires a change or not, or whether it involves external CERN supporters.

## Existing GGUS tickets before the SNOW-GGUS activation

Existing GGUS tickets have been transferred into SNOW when the link between GGUS and SNOW was activated in 19th October 2011. There are several ways to deal with those legacy tickets:

- Use GGUS for tickets opened before 19.10.2011 and SNOW to deal with tickets opened after 19.10.2011 (both interfaces allow to perform this query).
- Legacy GGUS tickets will produce both GGUS and SNOW notifications. Just use the GGUS notification to open the GGUS link and work with GGUS.
- New SNOW tickets will produce SNOW notifications only. Just use the notification to open the SNOW link and work with SNOW.
- Copy the comment history from the legacy tickets into SNOW and only use SNOW to deal with them. The list of affected tickets can be found here (not a long list though):

[https://ggus.eu/download/escalationreports/emt/html/20111020\\_EscalationReport\\_Software.html](https://ggus.eu/download/escalationreports/emt/html/20111020_EscalationReport_Software.html) .

Please, discuss internally in your support units how you want to handle this situation.

Please, note that for any new ticket, supporters should ONLY use SNOW. Only SNOW notifications will be received.

## SNOW notifications

SNOW notifications are received in the following circumstances to the following people:

Name	Recipient	Trigger
New ticket	Assigned Group	Ticket Creation
Group Transfer	New assigned Group	Change of assignment group
Return to Assignment Group	Assignee	Removal of assignee
User Update (ticket assigned)	Assigned Group	End-User Update
User Update (ticket in progress)	Assignee	End-User Update

Basically, when there is a supporter whose name is filled in the `Assigned to` field, this supporter is the only one who gets the notifications.

If there is no person in the `Assigned to` field (that means the ticket is in state `Assigned`), the whole assignment group gets the notifications.

Although this workflow cannot be changed, supporters can still configure notification preferences in the `Self-Service -> My Profile` window. Note that the notifications marked as `read only` cannot be

modified, they are mandatory.

## Problems using SNOW-GGUS?

If you experience problems using SNOW (integrated with GGUS for IT-GT), please open a task in the GGUS shopping list tracker in Savannah. In this way, the problem will be investigated together with SNOW and GGUS developers and the necessary actions will be taken in the right tool.

Wiki/TWikiDocGraphics/external-link.gif" width="13" />

INC024390 SNOW appends the whole comment history on every update In Production This is now fixed.  
 RQF0005237 Allow users in the same support line or added to the watch list of a ticket, to be able to put comments on the ticket In Production This is now fixed RQF0008827 Possibility to define the Watch List when using the Service Portal to submit an incident/request In Production INC033359 CC recipients in a mail not added to the Watch List In Production This is now fixed. #119580 Scenario when an incident requires a change (Associated Savannah bug) In Production GGUS #71422 is tracking a parallel issue that needs to be clarified. Not relevant to SNOW itself but to the GGUS workflow. #119584 Scenario when Incidents for GGUS SUs include non CERN supporters Won't fix See ticket for more details. Scenario already covered in current GGUS-SNOW integration. Nothing special needs to be done. #124433 Enable GGUS notifications for IT-GT SUs None GGUS notifications are not sent any more. Only SNOW notifications are sent. This is bad for external supporters, that have stopped receiving any type of notifications. It's also bad when the GGUS-SNOW link stops working. Use the GGUS portal and add the corresponding e-group in CC. #124395 Very urgent GGUS tickets automatically switched to Less urgent by SNOW None Known issue that will be fixed in the next release of GGUS scheduled in 30.11.2011. Work only with the GGUS ticket RQF0032587 - #124316 Reopened GGUS ticket doesn't reopen SNOW ticket None It needs fixing in GGUS Work only with the GGUS ticket RQF0037659 - #124450 Request to automatically close SNOW ticket when GGUS ticket assigned to TPM/DMSU or non CERN SU None Sometimes a ticket is not for our FE or any other CERN FE. In that case, the GGUS ticket should be manually updated and reassigned to TPM, DMSU or any other non CERN SU. The problem is that the link to the SNOW ticket remains. The SNOW ticket should be automatically closed by GGUS instead. It seems GGUS is sending the right information and SNOW is failing to close the SNOW ticket for some reason. Manually reassign the GGUS ticket to the appropriate SU and close the SNOW ticket. This will close the GGUS ticket as well that needs to be reopened. #124524 Request to maintain GGUS-SNOW link active when ticket is reassigned to a CERN SU None Sometimes a ticket is not for our FE but it is for another CERN FE. In that case, the GGUS ticket should be manually updated and reassigned to the other CERN SU. The problem is that the link between GGUS and SNOW is closed (not from SNOW to GGUS though) and it should be left active instead. Work with GGUS and close the SNOW ticket once the GGUS ticket is closed.

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## FAQ

- **I have a comment, suggestion or a question not included in this FAQ. Who can I contact?**  
Please, send a mail to maria.alandes.pradillo@cernNOSPAMPLEASE.ch.
- **I want to know more about ITIL in IT. Where can I find more information?** Check the CERN Service Management web page with all the information you need to know about ITIL and how it has been implemented for IT and other groups at CERN.

## If you are a supporter

- **I have received a notification from SNOW about an incident that has nothing to do with the grid. What should I do?** Reassign the ticket to the Service Desk explaining the situation.

## If you are a user who wants to report a problem

- **I need to report a problem about any CERN related issue (AFS problem, expired password, network, twiki, etc). What should I use?** Please, use the CERN Service Portal [↗](#) to submit an incident or a request.
- **I have reported an incident or request in Service Now and I'm not happy with the workflow:** As a normal SNOW user (not as a supporter here!) you would like to report about a bug, missing functionality or give feedback about SNOW. You can always submit a ticket to the *Service Now* Functional Element using the Service Portal [↗](#). Please, put `maria.alandes.pradillo@cernNOSPAMPLEASE.ch` in the *Watch List* so we can track this type of tickets affecting IT-GT.

-- MariaALANDESPRADILLO - 26-Sep-2011

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This topic: ITGT > ITGT-UserSupport

Topic revision: r23 - 2012-11-19 - MariaALANDESPRADILLO



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