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GGUS and SNow support units for critical WLCG services

NOTE: updates of this page need to be replicated in SNow Knowledge Base article KB0007528."
CERN: GGUS support units

ROC_CERN

This concerns most of the WLCG services at CERN.

Examples: storage, computing, databases, FTS, VOMS and more. Exceptions: see the rest of this page!

Open a GGUS ticket with notified site CERN-PROD and/or assign it to support unit ROC_CERN.

Team and alarm tickets also go there!

CRIC

This concerns CRIC, WAU and WSSA.

Open a GGUS ticket and assign it to CRIC.

WLCG Grid Monitoring

This concerns SAM, ETF, SiteMon and experiment / WLCG dashboards in Monit.

Open a GGUS ticket and assign it to WLCG Grid Monitoring.

WLCG Network Throughput

This concerns WAN issues experienced by LHC experiments with WLCG sites, possibly through LHCONE or LHCOPN.

Open a GGUS ticket and assign it to WLCG Network Throughput.

WLCG Squid Operations

This concerns Squid monitoring and expertise for ATLAS or CMS.

Open a GGUS ticket and assign it to WLCG Squid Operations.
CERN: SNow support units

**GitLab**

Open a SNow ticket for GitLab.

**IAM**

Open a SNow ticket for IAM.

**Indico**

Open a SNow ticket for Indico.

**JIRA**

Open a SNow ticket for JIRA.

**Twiki**

Open a SNow ticket for Twiki.

**Video conferencing**

Open a SNow ticket for Zoom.

**Windows terminal service**

Open a SNow ticket for Windows terminal service.
Services at other sites

Accounting Portal

Open a GGUS ticket and assign it to Accounting Portal.

FTS

Open a GGUS ticket and assign it to the site whose FTS is concerned:

- BNL assign to USATLAS
- FNAL assign to USCMS
- RAL notify site RAL-LCG2

Note: CERN see ROC_CERN.

GGUS

Open a GGUS ticket and assign it to Helpdesk (GGUS).

If GGUS is unavailable:

- check if the service is in a registered downtime
- check if the hosting site KIT is in a relevant downtime

If needed, send an alert to support at ggus.org and/or alert the KIT Tier-1 staff.

GOCDB

Open a GGUS ticket and assign it to Configuration and Topology Database (GOCDB).

MyOSG

Open a GGUS ticket and assign it to OSG Software Support.

Stratum-1

Open a GGUS ticket and assign it to the site whose Stratum-1 is concerned:

- ASGC notify site Taiwan-LCG2
- BNL assign to USATLAS
- FNAL assign to USCMS
- RAL notify site RAL-LCG2

Note: CERN see ROC_CERN.