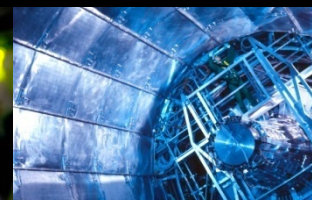
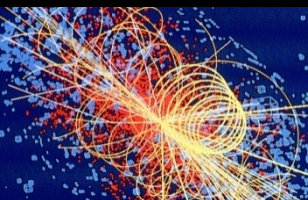


The role of GGUS in delivering highly reliable WLCG operations

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Why this talk?

- To show how a tool can bridge all worlds:
 - Development
 - Operations
 - Sites
 - Virtual Organisations (VOs)
 - Users
 - Supporters
- To emphasise the need for continuous follow-up in order for a good tool and an established procedure to continue being useful.

Elements of history

- 2004 GGUS is born
- 2007 in March LHC experiment VOs still refuse to use it.
 - Frequent meetings to convince them.
- 2008 July Direct Site notification released for the T1s.
- 2009 January Direct Site notification released for all Grid Sites.
- 2009 March Established procedures for regular ALARM testing full-chain of support.

Key functionality

- Direct Site notification/Automatic NGI/ROC assignment.
- Direct ROC/NGI assignment by the submitter (no TPM involvement).
- TEAM and ALARM tickets.
- Automatic interfaces with external databases/ticketing systems.
- Regular and tailored reports.

Direct Site notification

- You are here <https://ggus.eu/pages/ticket.php> and you believe the Admins at a given Site can solve your problem.
- Select from the “Notify Site” drop-down menu the relevant Site name.
- GGUS will send email notification to the contact email at the site as this was declared in GOCDDB or OIM (for american sites).
- The ticket will be automatically assigned to the right ROC/NGI, so the routing hop via the TPM will be spared.

TEAM and ALARM tickets

- The TEAM and ALARM ticket top functionality is the co-ownership of tickets, across experiment shifts and automatic registration of authorised TEAMers and ALARMers from the experiment authorities into GGUS via VOMS.
- ALARM tickets, in particular, automatically send SMS messages to experts on call day and night. Operators call the relevant service piquet also 24/7.

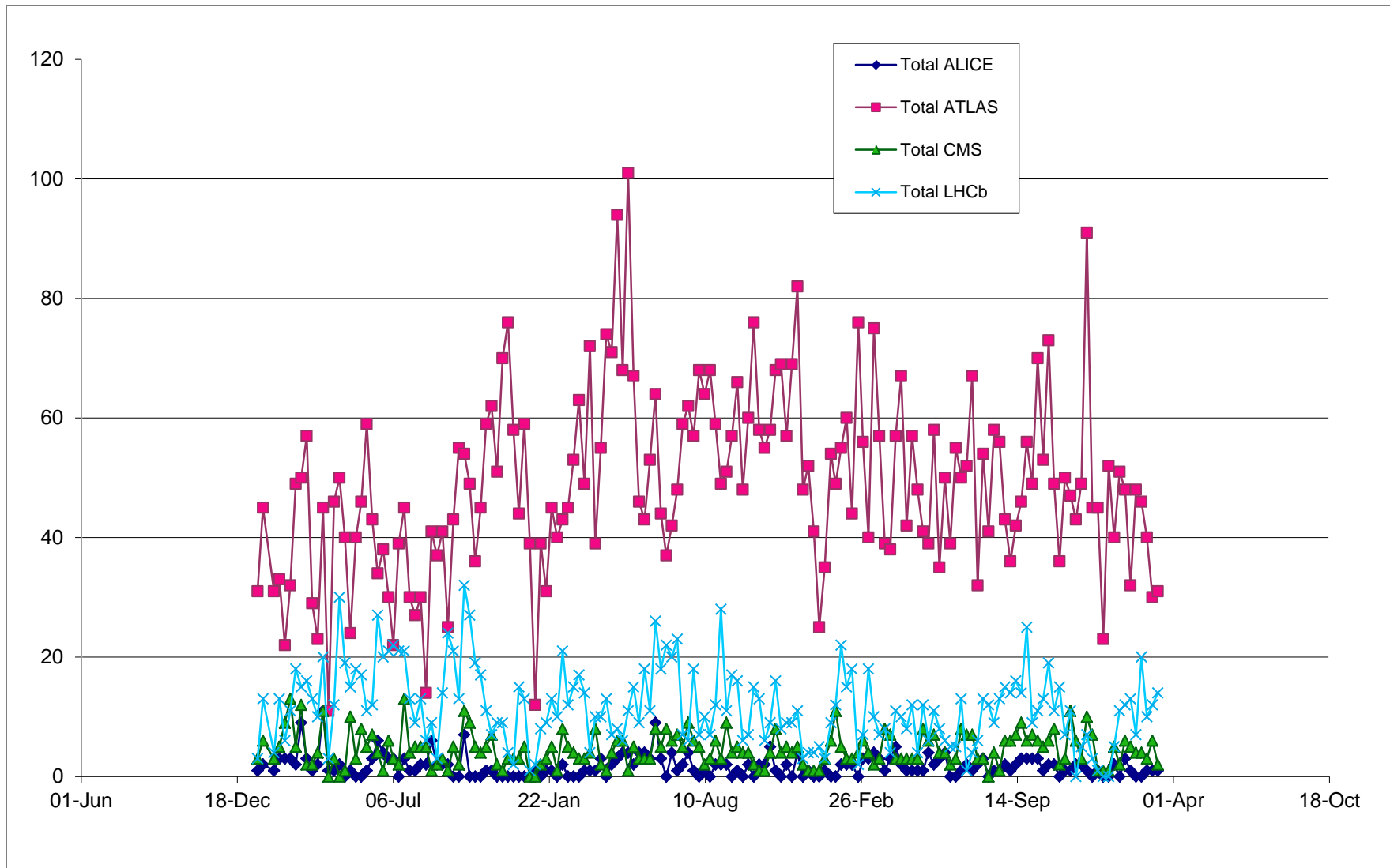
Interfaces

- GOCDDB & OIM (including contact and emergency email addresses and Site availability information). Data extracted daily.
- VOMS membership of Group (or Role) TEAM (or team) or ALARM (or alarm). Data extracted daily.
- Ticketing systems of CERN,OSG,CZ,DE,ES,FR,GR,IT,PL,RU.
- More info on interfaces:
[https://wiki.egi.eu/wiki/Category:FAQ_Interfaces_\(GGUS\)](https://wiki.egi.eu/wiki/Category:FAQ_Interfaces_(GGUS))

Escalation reports

- Prepared weekly by the GGUS developers.
- They cover tickets concerning the 4 WLCG VOs and TPM activity.
- Totals are submitted to the WLCG Operations' meeting every Monday.
- They are also presented with ALARM drills to the WLCG MB (monthly) meeting.
- You can see them from page https://ggus.eu/pages/metrics/download_escalation_reports.php

WLCG GGUS activity totals



Other GGUS reporting tools

- Report Generator (see dedicated talk in the same conference session)
<https://ggus.eu/stat/stat.php>
- Ticket Timeline Tool: gives ticket numbers and their status, for a given timeframe and a give Notified Site. <https://ggus.eu/stat/ttt.php>
- Search engine: rich choice of fields to select and functional display combinations.
https://ggus.eu/ws/ticket_search.php

Quality of ticket life

- Since January 2010 it is possible to open a GGUS ticket on behalf of a 3rd party and getting out of the loop (dev. item <https://savannah.cern.ch/support/?111183>).
- If the issue requires advice by multiple Sites or developers, GGUS allows contribution of all supporters world-wide.
- Middleware-related GGUS tickets guarantee the provision provision according to the SLA signed between EGI and EMI.
- A GGUS ticket URI can be referenced from any document.
- The submitter can escalate a ticket, i.e. remind responsible supporters, the TPM and GGUS dev. Team that faster response is needed.
- Other people can be receive an email notification of GGUS tickets updates or get involved in the resolution process or subscribe to a foreign ticket to follow progress out of interest.

Automation is not everything

The key to maintain a tool's "popularity is:

1. Solidarity in the team.
2. Uninterrupted follow-up.

To do this, we use:

1. Daily WLCG Operations' tel. meeting with all issues recorded in GGUS.
2. Weekly GGUS development tel. meetings with all requested features recorded in savannah/rt.
3. GGUS functionality 'exploit' by presenting concrete ticket summary figures and detailed drills in all mgnt & coordination meetings (weekly, monthly).

This Is Not The End

- Communities with questions
- Different workflows
- New ideas
 - Lets discuss them now
- Thank You for your attention!