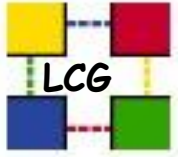


GGUS ticket routing to Tier0

For Tier1 service coord. Meeting

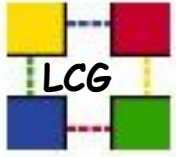
2010/03/25



‘Direct Routing’ to CERN_PROD site means:



The field **“Notified Site:”** on the GGUS ticket
contains value ***CERN-PROD***



What happens then:

- Email notification to the appropriate e-group, as agreed by wLCG

AND

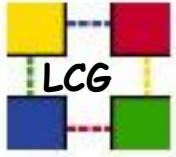
- Automatic GGUS ticket assignment to the “**Responsible Unit**”

ROC_CERN

AND

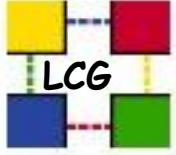
- Automatic CERN PRMS ticket creation via remedy mail feed in

“**Domain**” ***ROC_CERN***.



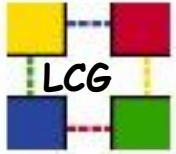
All these internal apply to:

- ALL GGUS tickets:
 - ALARM
 - TEAM
 - Usual tickets
- GGUS TPM is never involved in case of Direct Routing to sites (and in few other cases, e.g. Direct Assignment to a ROC).
- The CERN Remedy ticket creation IS automatic but a person assigns it to the right PRMS Category, Type, Item.

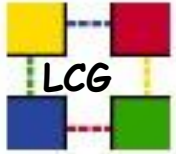


Conclusion

- When site CERN_PROD is selected the GGUS TPM IS bypassed.
- The right people automatically get email notification to act on the incident.
- The right GGUS “**Responsible Unit**’ AND CERN Remedy PRMS “**Domain**” CERN ROC automatically get ticket assignment for action or further re-classification.
- Long-term discussion item is the extension of service hours so that the experts’ quick response is reflected in the actual ticket.

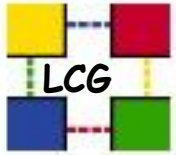


The above in more detail



Submitter: ALARMer in VOMS

Submission method	Notified Site	Who gets notification (email)	Who gets assignment (GGUS ticket)	PRMS ticket created automatically ?
Email with ALARM template (restricted access)	CERN-PROD alias CH-CERN	Operator- alarm@cern.ch	<u>Roc- cern.support@ cern.ch</u> Automatically. No TPM!	Yes. TODAY CERN ROC people select the PRMS category.
GGUS web form for ALARM ticket submission (restricted access)	CERN-PROD alias CH-CERN	Operator- alarm@cern.ch	Roc- cern.support@ cern.ch Automatically. No TPM!	Yes, as above, i.e. during working hours!



Submitter: TEAMer in VOMS

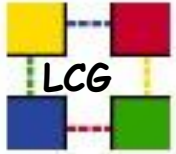
Submission method	Notified Site	Who gets notification (email)	Who gets assignment (GGUS ticket)	PRMS ticket created automatically ?
Email with TEAM template (restricted access)	CERN-PROD alias CH-CERN	grid-cern-prod-admins@cern.ch	<u>Roc-cern.support@cern.ch</u> Automatically. No TPM!	Yes. CERN ROC people select the PRMS category
GGUS web for TEAM ticket submission (restricted access)	CERN-PROD alias CH-CERN	grid-cern-prod-admins@cern.ch	<u>Roc-cern.support@cern.ch</u> Automatically. No TPM!	Yes, as above, i.e. during working hours!



Submitter: Any user

Submission method	Notified Site	Who gets notification (email)	Who gets assignment (GGUS ticket)	Is there a PRMS ticket created?
Email to helpdesk@ggus.org	Not possible	Nobody	The TPM decides from the message body.	Yes, IF TPM assigns to Responsible Unit ROC_CERN
GGUS Web form for usual ticket submission form (certificate or GGUS login required).	Optional! CERN-PROD alias CH-CERN	IF Site selected: <u>grid-cern-prod-admins@cern.ch</u> . Else, as per row 1	IF Site selected: <u>Roc-cern.support@cern.ch</u> . Else as per row 1.	If Site selected Yes, CERN ROC people select PRMS category i.e. during working hours!

IT/ES/VOS



Conclusion

- When site CERN_PROD is selected the GGUS TPM IS bypassed.
- The right people automatically get email notification to act on the incident.
- The right GGUS “**Responsible Unit**’ AND CERN Remedy PRMS “**Domain**” CERN ROC automatically get ticket assignment for action or further re-classification.
- Long-term discussion item is the extension of service hours so that the experts’ quick response is reflected in the actual tickets.