EMI User Support

"how to" guide for supporters

1. General information:
   - EMI is providing third level support for all EMI components; first and second level support is dealt with by the infrastructures running EMI:
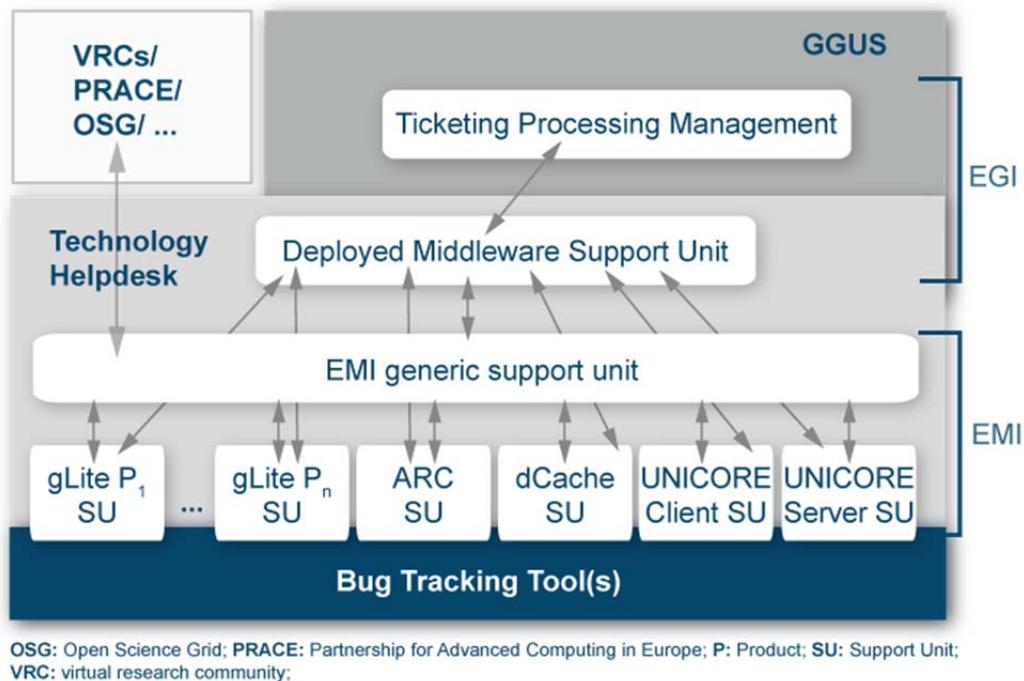   -

Figure 1: GGUS support level structure

   - The tracking system used is the technology helpdesk provided by GGUS (https://ggus.eu/tech/dashboard.php)
   - Support units (SU) have been set up by the support teams for EMI products or components. Support units are described in FAQs, which are available at https://wiki.egi.eu/wiki/Category:FAQ_Responsible_Units_%28GGUS%29
   - Supporters are notified about changes to tickets in their SU by e-mail.
   - Supporters are reminded about open tickets in their SU twice a week.

2. A ticket has been **assigned** to the SU I am in charge of, how do I proceed?
   a. The link to the ticket is contained in the notification e-mail you have received. Use it to access the detailed information in the ticket.
   b. Does the problem described has been correctly assigned to your SU; make some tests to ensure this. If it does not belong to your SU then assign it to a more appropriate SU of the EMI level or back to DMSU otherwise set its status to "in progress", which means you have accepted the ticket.
   Make sure you react in the timespan EMI has defined per ticket priority in the SLA with its customers:
   on work days (9 am to 5 pm, in the CET time zone; daylight saving times are not taken into account)

i. < 4 hours for top priority (severity 1; critical system impact)
ii. < 2 days for very urgent (severity 2; major system impact)
iii. < 5 days for urgent (severity 3; moderate system impact)
iv. < 15 days for less urgent (severity 4; minor problem)

c. Check the priority setting of the ticket. Has it been set appropriately? If not, please set the appropriate priority to the ticket. The detailed definition for the priorities can be taken from pages 31-32 in http://cdsweb.cern.ch/record/1277517/files/EMI-DNA1.2.1-1277517-SLA_Template-v1.0.pdf. In brief they are:

i. top priority: service interrupted; needs to be addressed as soon as possible
ii. very urgent: service degraded; no work-around available
iii. urgent: service degraded; work-around available
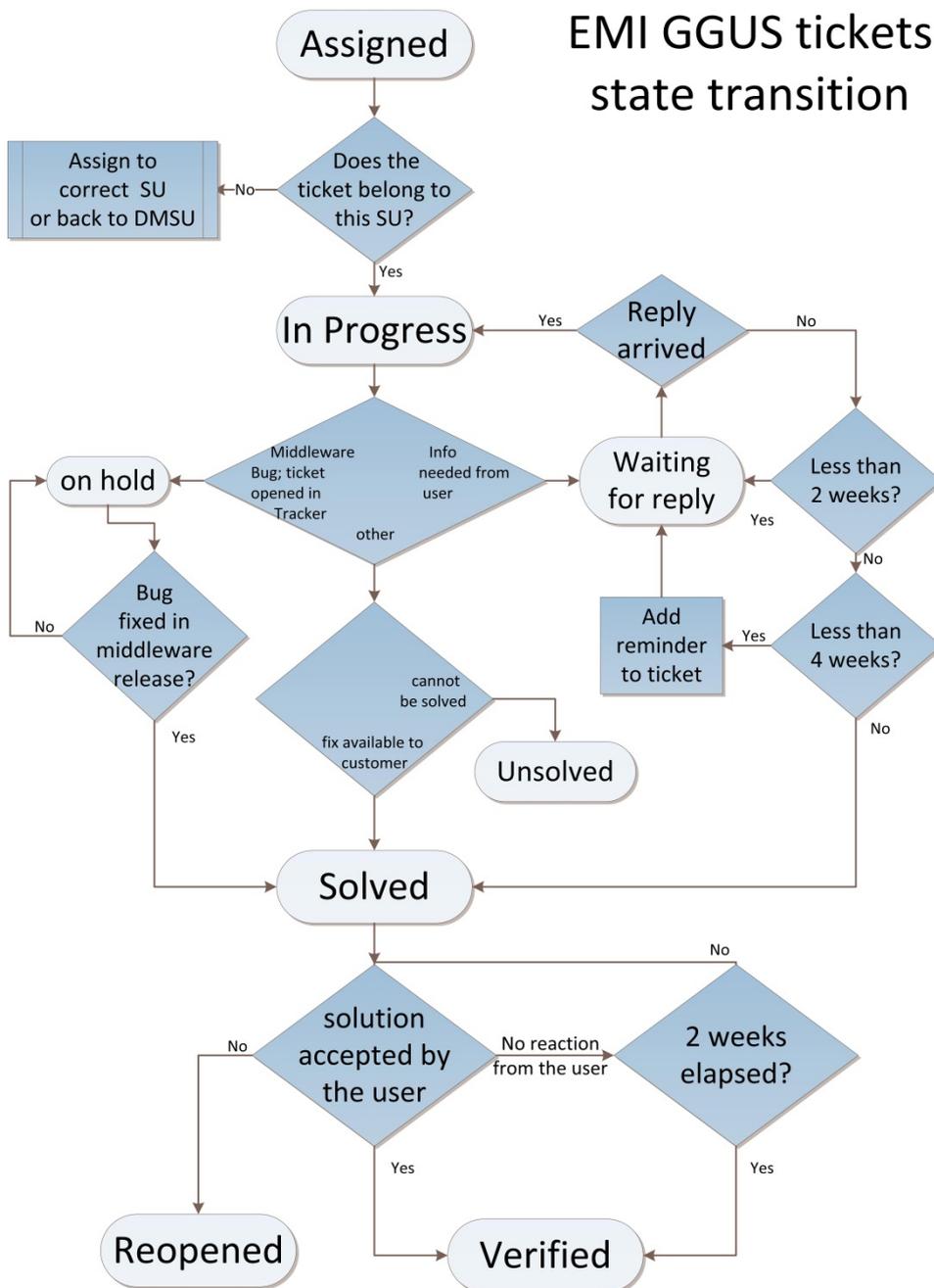iv. less urgent: wishes and enhancements that are "nice to have"

Figure 2: ticket state transition diagram

3. A ticket is in status **in progress**, how do I proceed?
   a. Try to reproduce the problem described in the ticket. Test whether it is a software bug, a configuration problem, a documentation problem, etc.
   b. In case of a software bug or other reasons which have to be dealt with by the software developers, open a ticket in the respective bug or feature tracker and fill in the GGUS ticket URL to that ticket. Add the URL of the newly created ticket in the bug tracker to the GGUS ticket ("related issue" field). Set the status of the GGUS ticket to "on hold".

4. I need additional information from the ticket originator about the problem, what do I do?
   a. Add the question to the ticket (public diary) and set the ticket status to "**waiting for reply**".

5. What to do with tickets of status **on hold**?
   a. Such a ticket corresponds to a ticket in a middleware's tracking system. Check the progress of that ticket in the middleware's tracking system. In case it is not worked on talk to the developers and ask for a solution or when a solution can be expected (with respect to ticket priority)
   b. Add information on progress to the ticket's public comment when appropriate to keep the ticket's submitter up to date.

6. When can a ticket's status be changed to **solved**?
   a. When a solution to the problem has been found and is released with the middleware, the solution is added to the ticket (open the solution field by clicking on "Click here to insert solution" below the public diary) and the status can be changed to "solved".
   b. The originator of the ticket is expected to test the provided solution and either reopen the ticket, if the solution doesn't work for him/her, or set the status to "verified". In case the originator neither verifies nor reopens the ticket within two weeks the ticket is automatically set to "verified".

7. I have **found a workaround**, can I set the ticket's status to "solved"?
   a. If a workaround exists it only influences the ticket's priority which can be degraded accordingly.

8. The ticket assigned to my SU is trivial and **should have been dealt with by 2nd level support**, what should I do?
   a. If 2nd level support should have been able to solve the ticket (e.g. related to installation, configuration and deployment of services and all necessary documentation is available to them) a comment should be added to the ticket to point to the related section in the documentation and reassign the ticket to DMSU

9. I get **Reminder e-mails for open tickets** twice per week, what should I do with them?
   a. These e-mails remind you of tickets in your SU which are in one of the open states. The colour scheme indicates the urgency – it is a combination of priority and time since last update. The colour is set as described in https://wiki.egi.eu/wiki/FAQ_GGUS-Priority-Colour
   b. Please check all of the tickets and try to solve them.

10. What should I do when **the user does not react** when a question was raised to him/her?
    a. The ticket is in "Waiting for reply" from a user and no answer has been given for more than two weeks a warning message should be added to the ticket and if no answer has

been given for another two weeks the ticket should be closed ("solved") with the comment "no reply from the user - user seems to be no longer interested in this topic"

11. Why is it **important to find solutions** to reported problem?
    a. It helps to increase customer satisfaction.
    b. It helps to fulfill the Service Level Agreements with EMI's customers.
    c. It affects the EMI key performance indicator "average time to solution" which is calculated for each SU in EMI which shows the SU's performance.