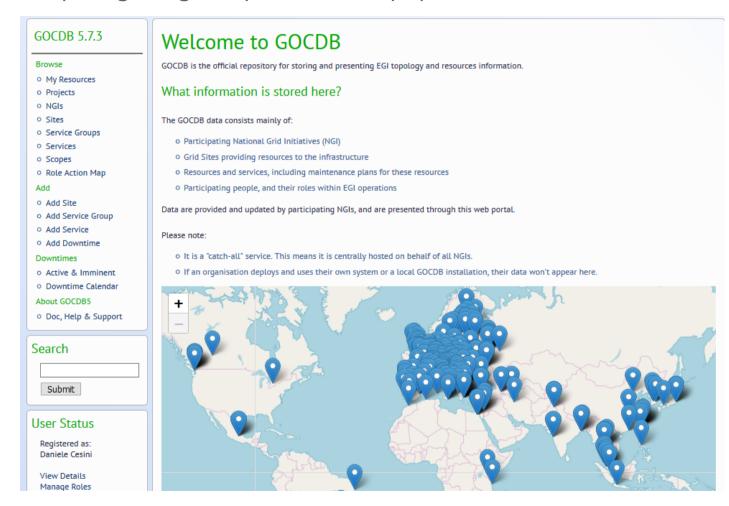# Ticket system and user support: a proposal for JUNO
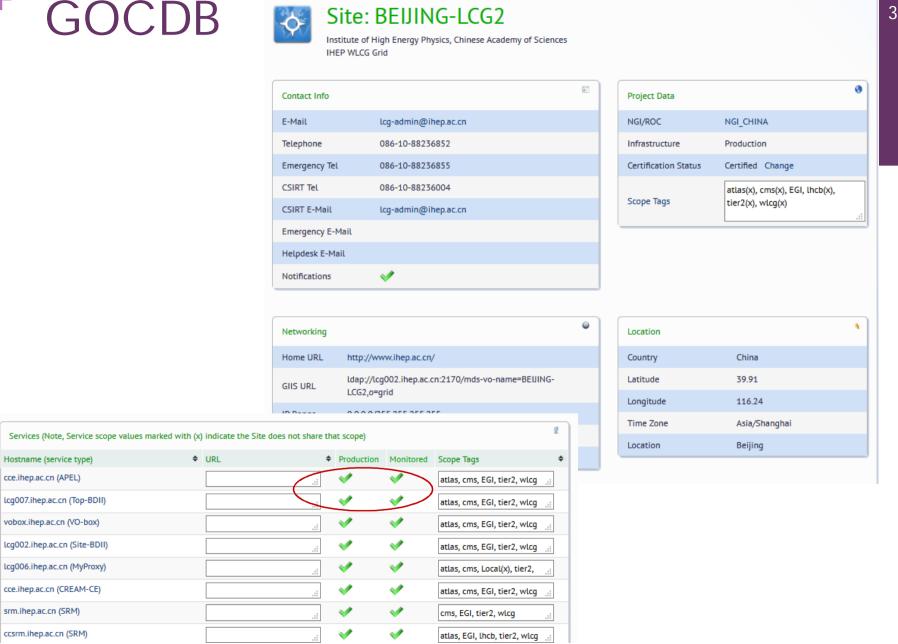
Marcelo Soares – INFN-CNAF
Daniele Cesini – INFN-CNAF

GOCDB

- It is the topology database for the grid infrastructure
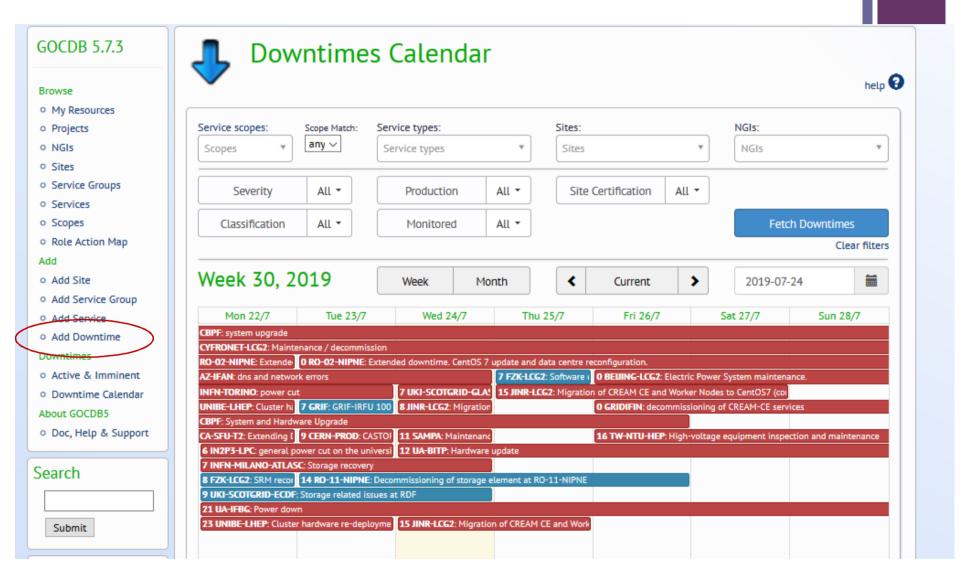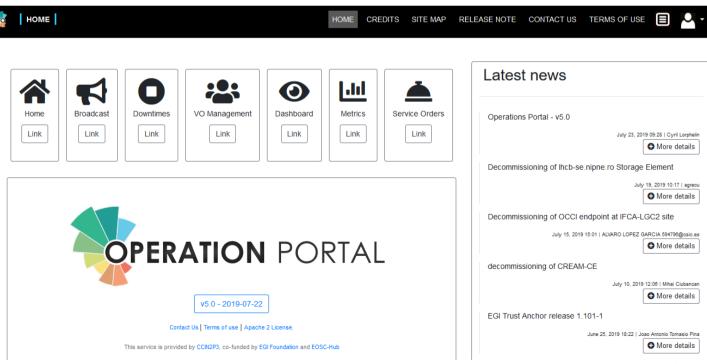 - https://goc.egi.eu/portal/index.php

GOCDB

GOCDB Downtime Manager

+ EGI Operation Portal

- Main Portal for VO management and monitoring

- https://operations-portal.egi.eu/
    - V5.0 released yesterday
    - Auth based on EGI checkin with various IdP supported
    - VOIDCard
    - Monitoring Dashboard
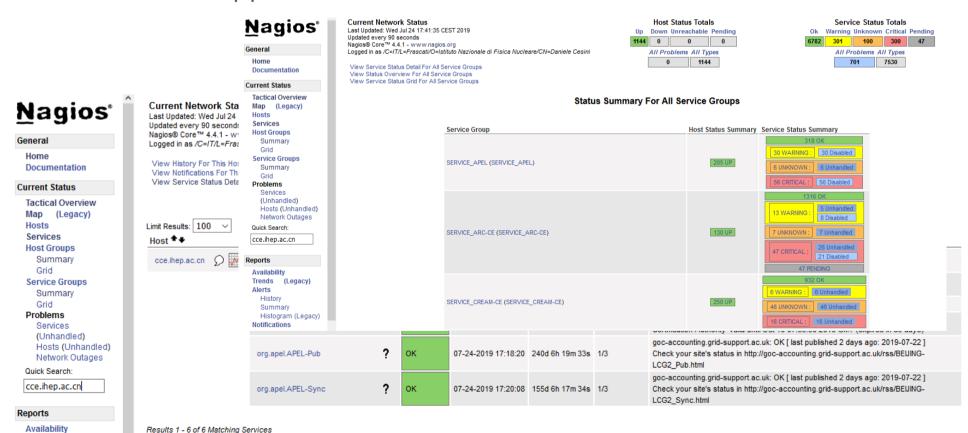   - https://wiki.egi.eu/wiki/EGI_Operations_Start_Guide

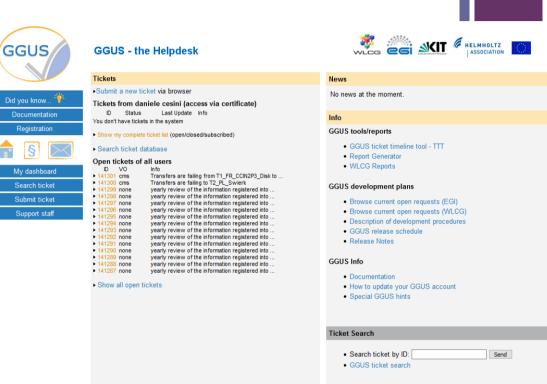# + ARGO Monitoring

- https://argo-mon.egi.eu/nagios/

- Documentation at :https://wiki.egi.eu/wiki/ARGO

- Sites need to support the OPS VO

✛ The GGUS ticketing system

- https://ggus.eu/

- Authentication via digital certificates or username/password

- Two types of users:
  - Submitters
  - Supporters
    - Registration required for supporters

- Various escalation levels

+ Support Units

- GGUS is organized with Support Units per
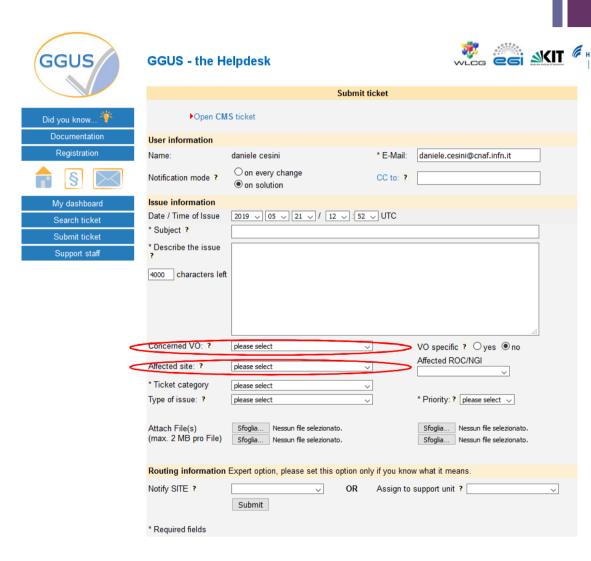 - Operation Centers (National Level)
  - Sites
  - Virtual Organizations (VOSupport)

- TPM
  - By default tickets are assigned to the TPM unit that is responsible of routing it to the right Support Unit
  - Before routing, TPM tries to solve the issue and verify it is not a trivial usage mistake
  - But Users can assign directly to the final SU
  - https://wiki.egi.eu/wiki/GGUS:TPM

+ JUNO Sites support Units

- Sites already registered:
  - BEIJING-LCG2
  - IN2P3-CC
  - INFN-T1 (CNAF)
  - JINR-T1/2
  - MSU ? (ru-Moscow-SINP-T3 exist in GOCDB but Uncertified)
  - Other ?

+ GGUS JUNO Support Unit

- Not yet present

- To create a new VO Support Unit in GGUS:
  - Fill the VO-ID card
  - tick the "GGUS dedicated user support" flag.
  - After you have completed your VO-ID card the GGUS development team is notified about your wish to provide support to the users of your VO via GGUS

- If the request is accepted for implementation the second step is
  - providing a **mailing list** having members who are willing to give support for GGUS tickets
  - **registering all people acting as supporters** with a valid grid certificate in GGUS

https://wiki.egi.eu/wiki/FAQ_GGUS-New-Support-Unit

+ JUNO VOID

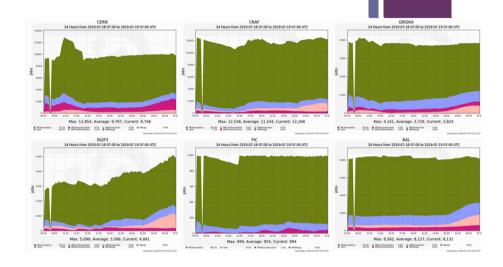https://operations-portal.egi.eu/vo/view/voname/juno

juno 🔗

General information

Name	juno
Scope	Global
Status	Production
Validation date	2015-06-05

Discipline	• Natural Sciences
	  ○ Physical sciences
	    ■ High energy physics global

Supported services	• gLite • Cloud Computing Resources
Enrollment Url	https://voms.ihep.ac.cn:8443/voms/juno/
Homepage Url	http://english.ihep.cas.cn/rs/fs/juno0815/
Support Procedure Url	
GGUS dedicated user support	No
VOMS setup support	No

Close

Offline Grid Shift Model via DIRAC and PerfSonar

- **DIRAC Site Monitoring:**
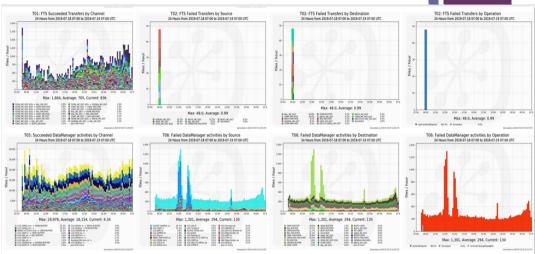 - Sites
  - Site activity, running jobs, failures and availability

- **DIRAC Pilot and Jobs Activity:**
  - Job and pilot status, submission issues and failures

+ Offline Grid Shift Model via DIRAC and PerfSonar

- ■ DIRAC Data Management activities
  - ■ Data movement status and issues

- ■ Networking:
  - ■ Network activity, throughput and availability
  - ■ perfSONAR monitoring

+ Support Shifters

- First level Support
    - Answering users requests and/or relay the issue to the next level support unit

- Incident reporting and issue tracking
    - Usage of tools like GGUS ticket system to contact and/or follow issues especially with sites and infrastructure teams. (https://ggus.eu/)
    - Usage of tools like GOCDB for site downtime information (https://goc.egi.eu/portal/)

- Relay interface among all different fronts (Online, offline, users, sites, etc...).
    - Participate in groups operations meetings, contact user and sites when necessary relaying the necessary information to the specific group

+ Support Shifters

- Pre requisites (the LHCb example)
  - the shifter must be registered in VOMS and have a valid Proxy
  - Must have access to all necessary tools with proper role to use them
  - It is recommended to have a proper mailing list with all shifters and another one with the shifter "on call"
  - The shifter on call should be available 24/7 during the shift period (in general 1 week per shifter)
  - Depending on the needs, it can be recommended to have a "personal" 24/7 contact mean (mobile phone, IM profile, etc.)
  - Shifts are, normally, "on site" for convenience, but depending on personal resource availability and the experiment needs, can also be done online

+ Summary

- All JUNO Data Center registered in GOCDB
  - JUNO Service labelled as production and monitoring

- Modify the JUNO VO IDCard to request a GGUS JUNO Support Unit
  - Populate the Support Unit with a VO mailing list (the current JUNO DC list?)

- Appoint shifters that act as first level of support and monitoring team
  - Check for new GGUS requests
  - Periodically monitor the datacenters through ops tools and DIRAC
  - Shifters can be part of the JUNO SU
  - Maybe we can relax the 24x7 exploiting the different timezones

JUNO SHIFTERS

JUNO USERS

GGUS

TPM

JUNO SU

JUNO Data Center 1 SU

JUNO Data Center N SU