

EMI User Support



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- What's new
 - New SUs / groupings in GGUS
 - Expected Time of Availability (ETA)
 - Processing of “waiting for reply” tickets
 - Interface between 2nd and 3rd level
- Ticket State Diagram
- Reminder
- KPIs for Year 2
- Further information

- New Support Units
 - caNL
 - WNodes
 - EMIR
 - EMI Common (Torque server config, Torque WN config, emi-nagios)
 - EMI Common Data Library
- SU Groupings
 - EMI Management (EMI QA, EMI Testbed, EMI Release Management)
 - Batch Systems (gLite Torque Utils, gLite LSF Utils, gLite SGE Utils)
 - EMI (AMGA, APEL-EMI,, gLite Yaim Core, lcg_utils Development)

- ETA stands for "Estimated Time of Availability" and
- is a **date** a Technology Provider (e.g. EMI, IGE) is confident they will **deliver the fix** for the problem described in the respective GGUS ticket, in an **updated component available for download** in the Technology Provider's repository.
- The term "ETA", though referring to time, is actually a specific date in a Technology Provider's release calendar.
- Relevant for **top priority and very urgent tickets**

GGUS' ETA and component fields

Modify section Ticket-ID: 79932

Assign ticket to EMI support unit ? gLite WMS	Change status ? on hold	Type of problem Workload Management	
Assign ticket to specific person(s) (valid email address, separate by ",")	Change CC recipient ? Alessandro.DeSalvo@roma1.ir	Change priority very urgent	Change ticket category Incident
Involve others ? (separate multiple emails by ",")	ETA ? 12 May 2012	Affected component please select...	Affected component version please select...

Short description
EMI-1 WMS does not propagate user job exit code

Internal diary (max 4kBytes)(Message is visible for support staff only)

Public diary (max 4kBytes)(Triggers email to submitter)

► Click here to insert solution

☒ Escalation/reminders as usual...

☐ Please send reminder on 03 May 2012

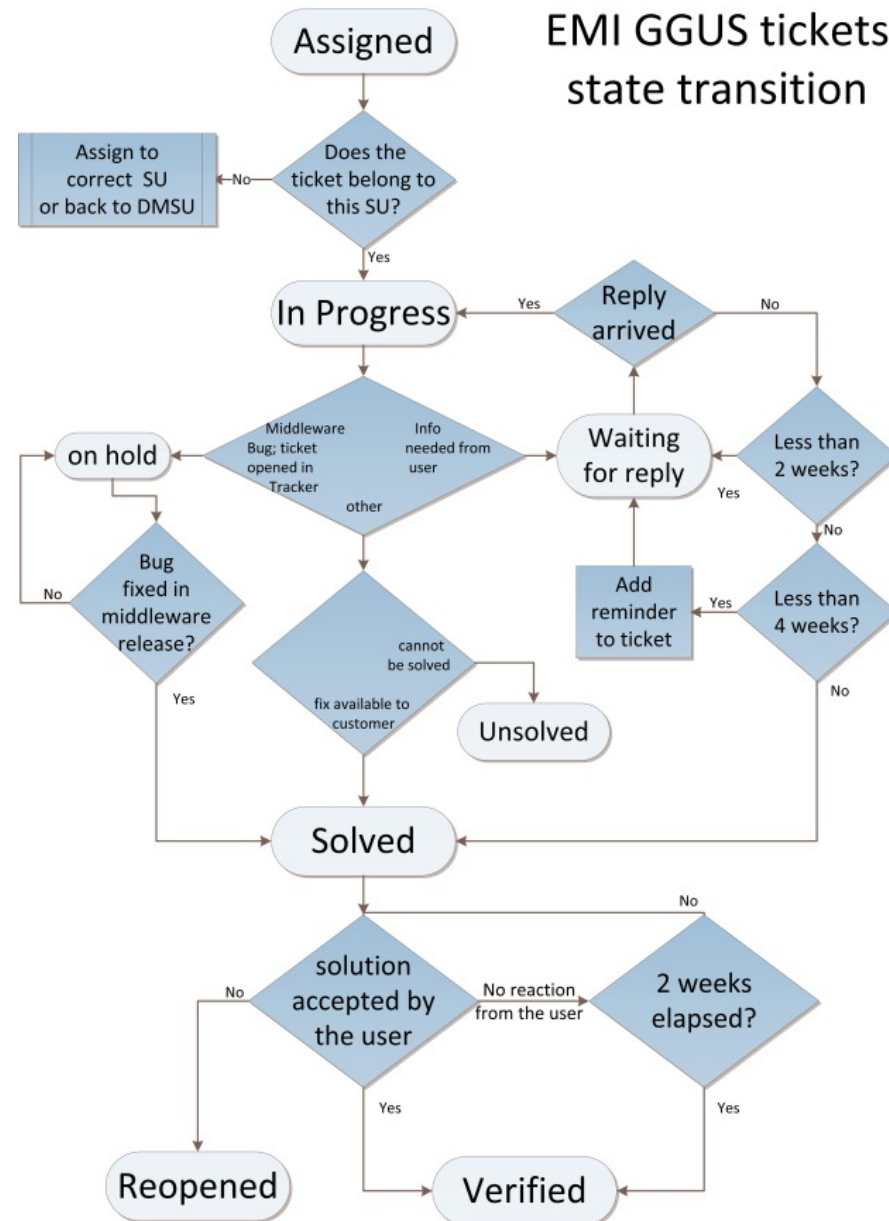
Related issue ?
<https://savannah.cern.ch/bugs/?92922>
► <https://savannah.cern.ch/bugs/?92922>

It is the responsibility of DMSU to make sure that these fields are assigned reasonable values

- no answer has been given for more than two weeks then a warning message has to be added
- no answer has been given for another two weeks the ticket is closed (“solved”) with comment “no reply from the user - user seems to be no longer interested in this topic”

- A ticket should stay assigned to DMSU until it is clear that the ticket relates to something that should be fixed and released
- In case where DMSU 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) but have assigned it to 3rd level, the EMI supporter should add a comment to the ticket to point to the related section in the documentation and reassign the ticket to DMSU

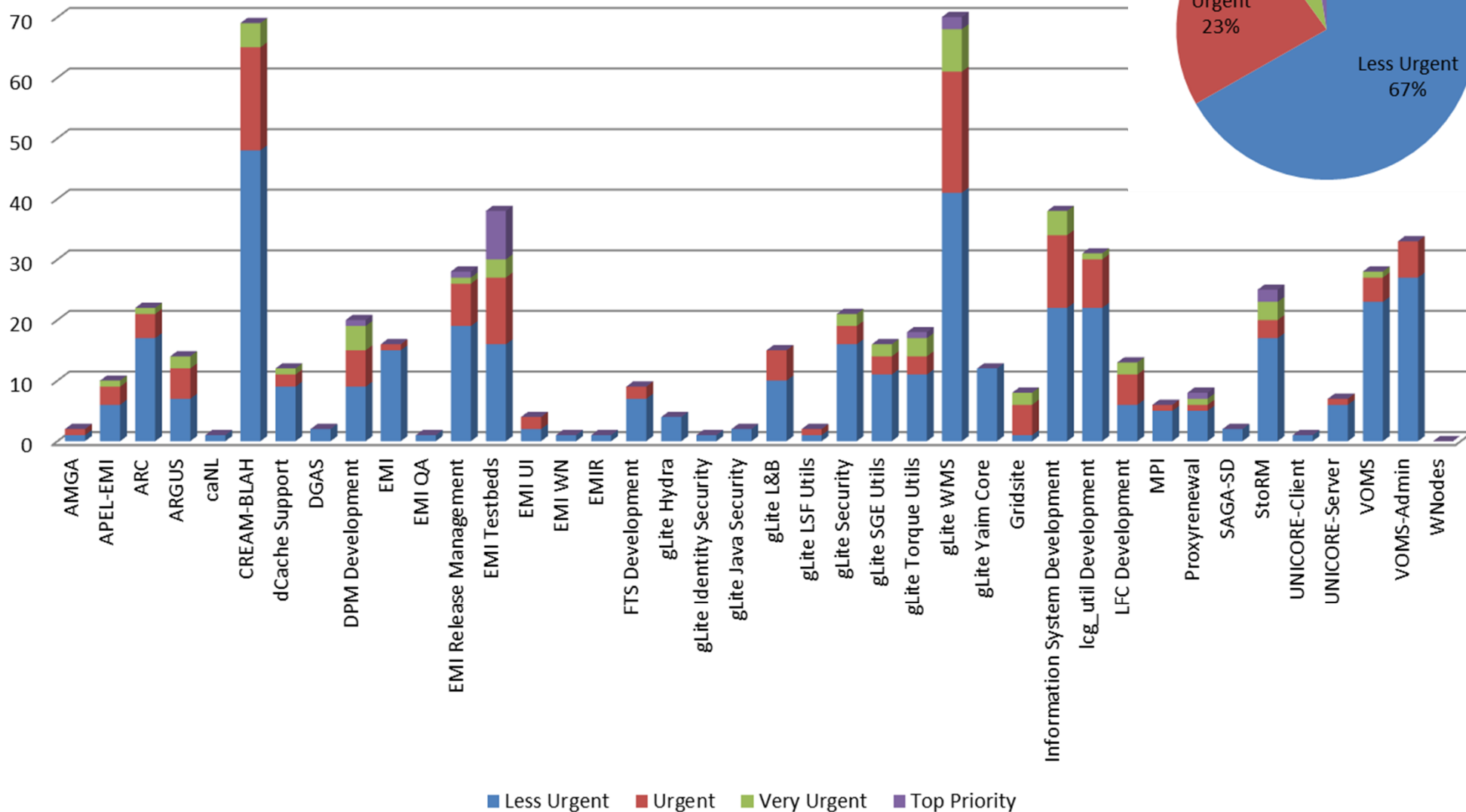
Ticket State Diagramm



- Every SU gets a reminder about open tickets twice per week
- There are still very old open tickets:
 - the oldest ticket has been created 2009-11-05
 - 18 tickets have been created ≥ 1 year ago
 - 82 tickets have been created ≥ 6 months ago
- **Please** check tickets in your SU and close those fixed with EMI 2 (solved) and those which will never be fixed (unsolved)

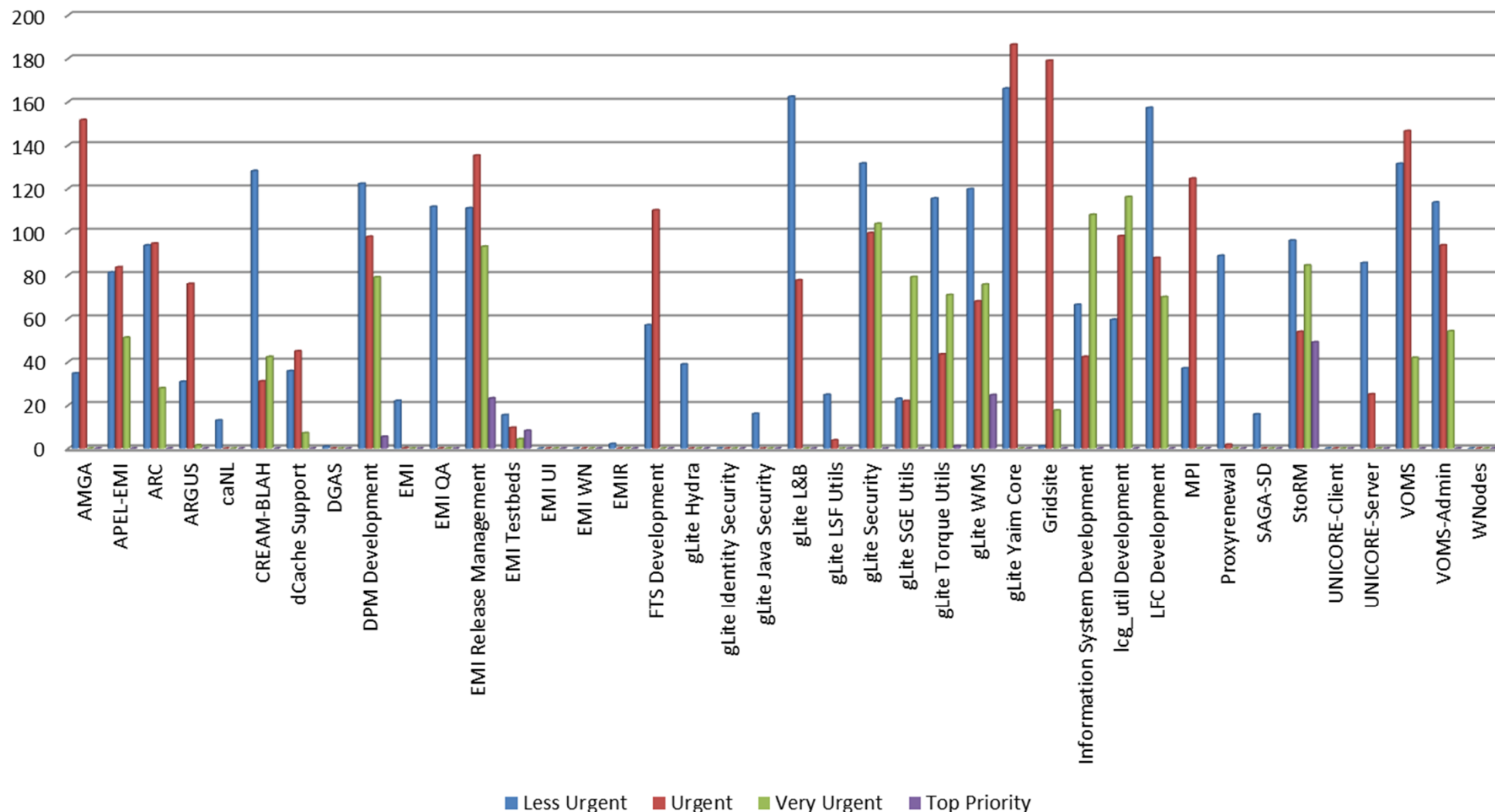
KPIs in Y2 (I)

Number of Tickets May 2011 - Apr 2012



KPIs in Y2 (II)

Average Time to Solution (in days) May 2011 - Apr 2012



- Weekly Ticket Status (incl. SLA Monitoring):
<https://twiki.cern.ch/twiki/bin/view/EMI/TSA15WeeklyTicketStatus>
- SA1.5 twiki:
<https://twiki.cern.ch/twiki/bin/view/EMI/TSA15>
- EMI User Support Guide:
https://twiki.cern.ch/twiki/pub/EMI/TSA15/EMI_UserSupport-HowTo.pdf