DMSU Overview

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DMSU

- Deployed Middleware Support Unit
  - SW by different vendors – no support stack shared between them
- 2nd level support for middleware products in EGI
  - Resolve issues where middleware defects are suspected
    - Actual bugs
    - Configuration issues
    - Missing or incomplete documentation
  - Issues submitted through GGUS
  - . . . other fora monitored, matters of interest "transtlated" to GGUS
- Requirement assessment (occasionally).
- Wiki: `https://wiki.egi.eu/wiki/EGI_DMSU`

- **"Mid-depth" analysis of all incoming issues**
- Request additional information from the original requester
- Try to replicate the issue
- Decide if it is a SW fault or a configuration/usage issue:
  - Suspect bugs:
    - Decide/confirm which component is at fault
    - Check if the issue is already being addressed by vendor
    - Reassign ticket to appropriate $3^r d$ level SU
    - . . . or file a bug report with external vendor
  - Configuration/usage issues:
    - "Educate" the requestor
    - Update DMSU Knowledge Base with new issues
      `https://wiki.egi.eu/wiki/Middleware_issues_and_solutions`
- Determine priorities

- **To be discussed in-depth**, just basic principles here
- High priority tickets (*Top Priority*, *Very urgent*)
    - SW providers under SLAs need to specify target dates – beginning to end monitoring by DMSU feasible
- Low priority tickets (*Urgent*, *Less Urgent*)
    - Forwarded to 3rd level SUs to handle "at their leisure"
    - Supposed to be revisited by the DMSU at some point

Workload Sharing

- Two roles in DMSU: *Assigners* and *Resolvers*
  https://wiki.egi.eu/wiki/DMSU_People_Institutes
- Assigners:
  - Weekly duty rotation to achieve high availability
  - Wide area of expertise
  - Initial processing and evaluation of incoming issues
  - Invite appropriate experts to address complicated problems
  - Weekly meetings to revisit all open issues in the DMSU queue (tuesdays)
- Resolvers:
  - Deep knowledge in their field, including knowledge of product internals and source code
  - Relatively low commitment in terms of effort
  - "last resource" before going to 3rd level