Deployed Middleware Support Unit

Operations Procedures

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e-infrastructure

- Several GGUS Support Units

- Support via different mailing lists back from the EDG days

- Support via direct bug reporting in e.g. Savannah (gLite) or Bugzilla (ARC)

- Fixes reported via in-official channels

- No separation between middleware providers and the infrastructure project

- The middleware maintenance and development is no longer part of the project
  - Middleware is produced by external projects
  - Most notably EMI

- 2nd line support is project **internal**
- 3rd line support is project **external**

- 2nd line m/w support
  - The Deployed Middleware Support Unit
- 3rd line m/w support
  - The external middleware component providers

- We need an interface between these
  - And to ensure ALL users use it…

GGUS

- ## The current support units
  - – One pr component
  - – One for EMI
  - – One for DMSU
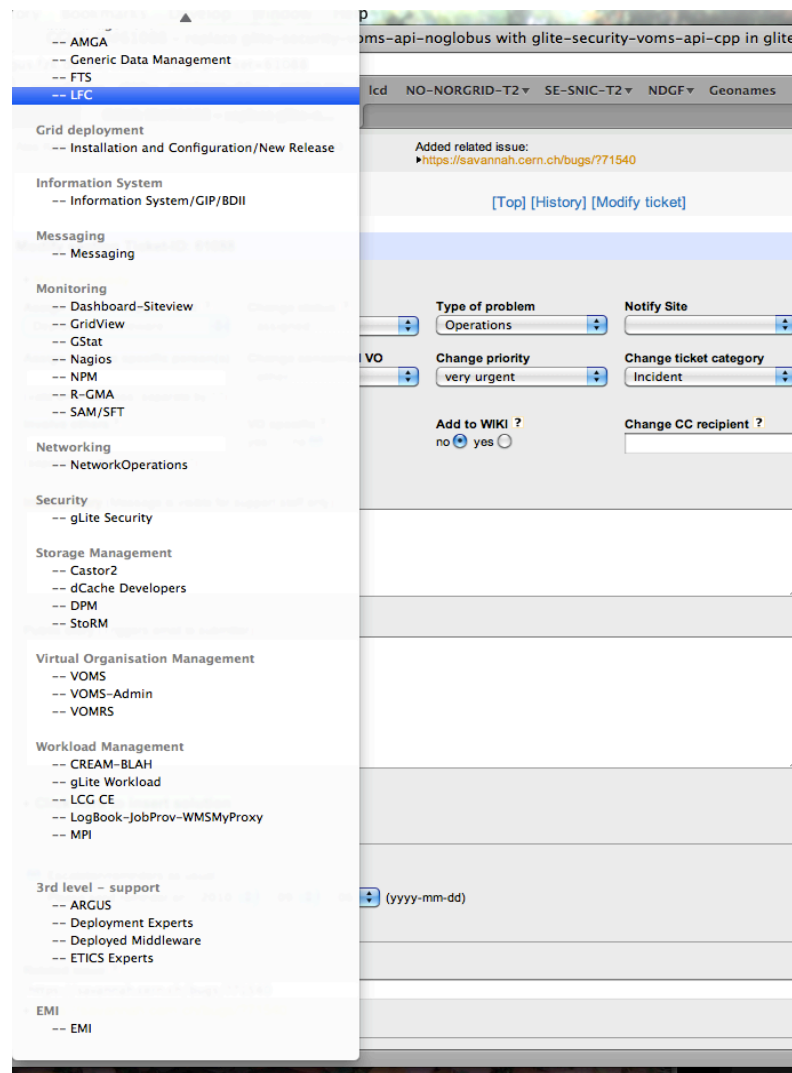
- The interface between 2nd and 3rd line is GGUS – hence:

- 2nd line (DMSU):
  - One catch all unit (labeled DMSU)
  - One pr component

- 3rd line (mainly EMI)
  - One catch all unit (EMI)
  - One pr component

- TPM is the 1st line support

- Triage of the ticket can be handled by TPM and it can be assigned to the proper 2nd line unit

- From there it is analyzed, possibly solved or assigned to 3rd line, which is project external

  - And from there it enters the bug tracking systems of the component producers

- MS502
  - https://documents.egi.eu/document/69

- Questions:
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