Minutes of Meeting – GGUS Advisory Board

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| **Meeting:** | GGUS AB meeting 1 |
| **Date and Time:** | 25 Oct 2012, 14:00 – 15:00 |
| **Venue:** | EVO connection; chaired from Amsterdam |
| **Agenda:** | on Indico |

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# 1. Standing Membership / Participation

|  |  |  |  |
| --- | --- | --- | --- |
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Note above names also reflect the membership of ggus-ab@mailman.egi.eu

Apologies: None

Additional: Olivier Lequeux, Malgorzata Krakowian

# 2. Introduction

* GG opened the meeting and proposed RMcL as the new Chairperson; there were no objections and RMcL took over the role of Chair.

# 3. ACTION REVIEWS

There were no previous actions to review.

# 4. ITEMS OF BUSINESS

## Item 1 –Name of Group and timing of Meetings

* There was some discussion on the naming of the group with 2 options being presented: Helpdesk Advisory Team or GGUS Advisory Board. The meeting agreed on “GGUS Advisory Board”.
* There had been some discussion prior to the meeting on the preferred frequency and timing of the routine meetings. The time of 14:00 to 15:00 CET/CEST was agreed to be satisfactory. It was then agreed that the meetings should normally follow the release of GGUS software upgrades which are normally scheduled for the last Thursday of every month. Based on the next GGUS release, the GGUS AB will convene again on 29 Nov. A timetable of future meetings dates is proposed at the end of these Minutes.

## Item 2 – access to the GGUS system

* https://rt.egi.eu/rt/Ticket/Display.html?id=4347 the ticked had been started by G Sipos EGI.eu on 2 Oct 21.
* The issue is one of simplifying access to GGUS by making more forms of certification permissible for entry – there is no intention to alter the entry from the current access method to another.
  + In particular, it was agreed that replacing the grid CA with EGI SSO would be a giant step backwards.
* The potential for ‘spammers’ to submit bogus tickets is a possibility if SSO access were to be added but the problem is un-quantified and could be trivial and entirely manageable. The Chair requested that the access control to other systems be investigated (eg Accounting Portal); also, GGUS was asked to provide advice on the potential to add the EGI SSO as a method for access control. ( **Action GGUS general**)

## Item 3 – Ticket escalation process for Technology Providers (TPs)

* <https://wiki.egi.eu/wiki/EGI_DMSU_Ticket_Followup>
* This page needs some updates. Also, there are various pages that present conflicting guidance and all of these should be harmonised. (**Action all – not specifically assigned[DMSU – Ales Krenek] )**
  + <https://wiki.egi.eu/wiki/GGUS:DMSU_FAQ>
  + <https://wiki.egi.eu/wiki/TSA2.5_Deployed_Middleware_Support_Unit>
* The assignment of ETA is checked by DMSU. This process is still valid.
* When the ETA date/time arrives, DMSU checks whether the fix was delivered. This task should be followed by Ticket Monitoring.
* Further info is available at:
  + http://www.eu-emi.eu/emi-2-matterhorn/updates/-/asset\_publisher/9AgN/content/update-4-23-10-2012-v-2-4-0-1
  + https://wiki.egi.eu/wiki/Middleware#Technology\_Providers
* The issues of prioritisation of tickets and closure of longstanding tickets were discussed. The ones that are difficult to solve can be escalated to the TCB for action but nevertheless, there are some specific issues that need to be addressed:
  + It was stated that tickets older than 6 months which are not resolved by a following software update get closed as unsolved; MR voiced her concern. The meeting concurred this was unsatisfactory and MR undertook to propose a process for handling long term open tickets. **Action MR**
  + The following open ticket statistics were quoted to show the extent of the current problem:

|  |  |
| --- | --- |
| **Number of unsolved Tickets** | **Age of tickets** |
| Total 176 | 6 month or older |
| 4 | 18 months + |
| 7 | 12 months + |
| 15 | Jul 11 – Sep 11 |
| 17 | Sep 2011 – Jan 2012 |
| 33 | Jan 12 to Apr 12 |
| 36 | Apr 12 |

* + GG commented that he had been through all the tickets and the situation was either that a solution could not be identified or that no replies were forthcoming from the Technical Providers.
* **Post meeting note** provided by Mathilde Romberg on behalf of EMI on 5 Nov 2012:

*“in our telco I promised to come back with an answer from Cristina on the preferred communication channel for discussing ticket closing of old tickets after a major release:*

*In case only a few tickets are to be discussed, please add her to the CC field of the tickets (*[*cristina.aiftimiei@pd.infn.it*](mailto:cristina.aiftimiei@pd.infn.it)*). That will catch her attention and every thing can be kept within the original ticket. In case of many tickets send her the list of tickets by e-mail.*

*PS - EMI will be running a ticket closing campaign during the next weeks to significantly reduce the number of (old) tickets.”*

## Item 4 – Changes in yesterday’s GGUS release & plans for the next release

* There was no significant discussion on this item. Details can be found at:
  + https://ggus.eu/pages/owl.php
* The next release is scheduled for 28 Nov. Furhter discussion on release dates identified that there would not be a release in Dec (prior to Christmas). GG undertook to provide a listing of dates for expected GGUS releases. (**Action GG**)

# 5. AOB

* Minutes of former USAG are available at https://twiki.cern.ch/twiki/bin/view/EGEE/SA1\_USAG
* Set up an RT queue for GGUS-AB; an RT queue includes a mailing list – **Action RMcL**
* Link meetings in Indico at https://indico.egi.eu/indico/categoryDisplay.py?categId=18
* A new category in INDICO titled "GGUS-AB" is required – **Action RMcL**

# 6. Dates for Next Meetings

* The GGUS AB meetings will normally take place monthly on Thursdays following the release of a GGUS software update, from 14:00 to 15:00 (CET or CEST as relevant). GG listed the anticipated future release dates.
* The following dates are proposed for future meetings and are dependent on GGUS release dates:

|  |  |  |
| --- | --- | --- |
| **Title** | **Date:** | **Purpose:** |
| ~~M1~~ | ~~25 Oct 12~~ | ~~GGUS AB kick-off meeting complete~~ |
| M2 | 29 Nov 12 |  |
|  | 20 Dec 12 | GGUS release unlikely for 19 Dec therefore no GGUS AB for Dec |
| M3 | 31 Jan 13 |  |
| M4 | 28 Feb 13 |  |
| M5 | 28 Mar 13 |  |
| M6 | 25 Apr 13 |  |
| M7 | 30 May 13 |  |
| M8 | 27 Jun 13 |  |

# 7. Actions

|  |  |  |  |
| --- | --- | --- | --- |
| ID | Resp. | Description | Status[[1]](#footnote-1) |
| 1.1 | GGUS | Access control to other systems to be investigated (eg Accounting Portal); also, provide advice on the potential to add the EGI SSO as a method for access control. Not specifically assigned. | New |
| 1.2 | AK or other DMSU | Various wiki pages relating to ticket escalation process to be revised and harmonised. | New |
| 1.3 | MR | Propose a process for handling long term open unresolved tickets | New |
| 1.4 | GG | Provide a listing of dates for expected GGUS releases | New |
| 1.5 | RMcL | Set up an RT queue for GGUS-AB, including a mailing list. | New |
| 1.6 | RMcL | Set up an Indico category for GGUS AB | New |

Agenda/Minutes prepared by Richard McLennan

26 Nov 2012 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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1. NEW, OPEN, CLOSED, REJECTED [↑](#footnote-ref-1)