NGI_CZ Helpdesk

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> MetaCentrum

- ▶ support teams at NGI_CZ
- ▶ NGI_CZ regional helpdesk
- ▶ integration with GGUS
- ▶ problems, future work

- user support for national grid (MetaCentrum)
- support unit for NGI_CZ
- user support for EGI VOs (VOCE, Auger)
- user support for other VOs
- support unit for EMI L&B service
- internal tasks for operation staff, developers

MetaCentrum

Based on RT (http://www.bestpractical.com)

- ▶ each support unit has one RT queue
- ▶ email and web interfaces treated as equal
- ▶ web interface supports authentication via x509 certificates or kerberos password
- ▶ identification key is email, in case of web interface it's obtained from x509 certificate or LDAP

Goal of RT/GGUS integration

- ▶ only one ticketing system used by supporter
- ▶ each EGI support unit mapped to one RT queue

- one-to-one mapping of tickets in GGUS and RT
- WSDL interfaces on both sides, SOAP messages when ticket is created or modified
- "state of ticket" pretty same, easy mapping
- internal comments not propagated to GGUS, the rest is synchronized with GGUS
- tickets created in "GGUS enabled" queues directly created in GGUS
- no change in RT database schema (easier upgrade), hooks in functions handling ticket change (no new external process)

Second instance dedicated for EGI (rt.egi.eu)

- ▸ internal EGI tasks
- ▸ collection of requirements
- ▸ SA2 support unit
- ▸ SA2 release management
  - ▸ automatic start of verification process
  - ▸ ticket XML attachment used as input data
  - ▸ automatic communication with software repository
  - ▸ state of verification process captured in RT

- synchronization works OK
- GGUS or RT upgrade may broke synchronization
  - always fixed quickly
- more ticketing systems in email Cc: (broadcast messages) may lead to problems (cycles)
- mail-list in Cc: brings problems very often
  - acknowledge/refuse messages from mail-list
  - ticket modification coming from second ticketing system can be problem
  - message sent from mail-list to both ticketing systems should not appear in ticket twice, should not be sent back to mail-list...
- currently solved by "blacklisting", filtering and email headers manipulation, but ...

Future work

- ► email cycles
- ► small improvements
    - ► new custom fields, specialized states = usual changes according user requirements
    - ► when ticket is created via email in local queue and GGUS ID is in email subject ...

Technical details

- ► https://wiki.egi.eu/wiki/NGI_CZ: RT_GGUS_Integration
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