Deployed Middleware Support Unit

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- We have to react fast and to mitigate the impact.
- DMSU is the EGI's own team of middleware experts
  - deep understanding of software internals

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- Understand what is the problem
  - may include further interaction with the user
  - reproduce the behaviour if possible
- Provide solution or workaround
- Reassign the ticket to 3rd line support (TPs)
  - only proven defects which require a fix ($\sim 80\%$)
  - software itself, configuration, packaging, documentation, ...

Ticket priority

- The only way to control TPs reaction time
  - covered by SLA between EGI and TP
- GGUS ticket priorities
  - *top priority* – 4h response, fix ASAP
  - *very urgent* – 2d response, fix in next cycle (3–4 weeks)
  - *urgent* – 5d response, fix in next minor/major release
  - *less urgent* – 15d response, fix in some future release
- DMSU evaluates ticket severity and impact
  - find the right balance (not all 30 tickets/w can be top priority)
  - the only GGUS SU who can reassign to TPs

DMSU team

- 4 *assigners*
  - handle arriving tickets
  - involve resolvers
  - meet weekly (jabber), check open tickets
  - agree on priority assignment
- 15 *resolvers*
  - provide wide coverage of deep expertise

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- What happens to tickets assigned to 3rd line?
- MS502 defined ETA handling process
  - per-ticket "time to provide fix" assignment
  - never agreed with TPs fully
- no need to assign ETA, check ticket status and escalate
  - *top priority* – after 1 week
  - *very urgent* – after 1 month
  - others – don't check, unpredictable

Producing FAQs

- DMSU has appropriate expertise to produce middleware FAQs
- avoid to duplicate effort with TPs
- two main categories
  - permanent – non-obvious way of work with middleware

    How shall I upload results of my job to SE in fault-tolerant way?

  - temporary – workaround of software defect with wide impact

    Purge `/var/run/bdii` *manually when upgrading to BDII version X.*

- clarification of the process still required