

PL-Grid – an example of NGI support structure

Marcin Radecki

PL-Grid/CYFRONET



- Support structure in PL-Grid
 - Teams
 - Procedures
- PL-Grid Helpdesk
 - interface with GGUS
 - metrics

- (PL-Grid) TPM
 - Ticket assignment and proces supervision
- Domain Expert (aka. Support Unit): site admin, 1st line support, PL-Grid application/service, other
 - Accept ticket, work out and apply solution
- Submitter
 - ordinary PL-Grid user or staff, submits and expects the problem to be solved



Type of Tickets

- COD Operations – coming from GGUS, opened from COD dashboard related to OPS VO critical test and vo.plgrid.pl
 - supervised by ROD from Operations Portal
 - Site admins can reply in PL-Grid helpdesk
- Operations – problems related to operations but within PL-Grid, e.g. with PL-Grid applications/services
 - supervised by PL-Grid TPM
- Other
 - used by PL-Grid staff e.g. bug reports
 - supervised by PL-Grid TPM



- PL-Grid TPM – assign a ticket within 24h (excluding weekends, bank holidays etc.)
- Ticket should be acknowledged within next 24h by Domain Expert
- Ticket status updated every 3 working days
 - only tickets in “in_progress” status
 - in case of exceed deadline for the update, notification is send to Domain Expert
- Tickets not solved within 30 working days are escalated to NGI_PL Operations Meetings
- The timelines in ticket processing and sites' responsibilities are included in SLA which is in final draft and soon will be put in place.



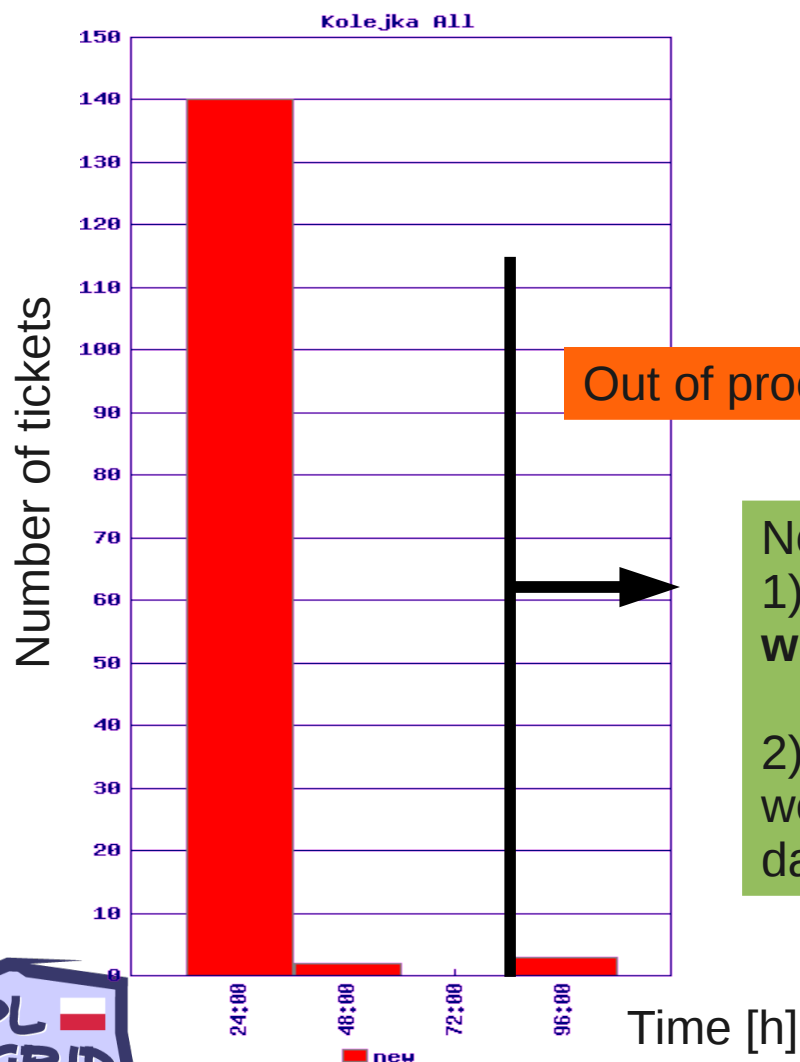
- Based on Request Tracker
- X.509 or login+password auth.
- Web + e-mail interface
- Integrated with GGUS via Web Services
- Integrated with GOCDB
 - create queue for newly created sites
 - register site admin accounts (X.509)
- Integrated with PL-Grid User Database



- keeps the tickets status flow in accordance with GGUS
- synchronization of private and public comments, attachments, information about submitter, modifier etc.
- gives possibility to:
 - export tickets that can not be processed locally to GGUS,
 - reject tickets wrongly assigned to NGI_PL
 - synchronize after the onset of synchronization errors.

- There are procedures in place which ensure efficient problem solving
- For the process overview there are reports generated in RT which allow to identify problems.
 - TPM response time
 - Expert / Site admin response time
 - Number of open tickets etc.

PL-Grid Helpdesk metrics: Ticket Assignment Time (TPM reaction)



<4h ~91%
<24h ~97%
<3d ~98%

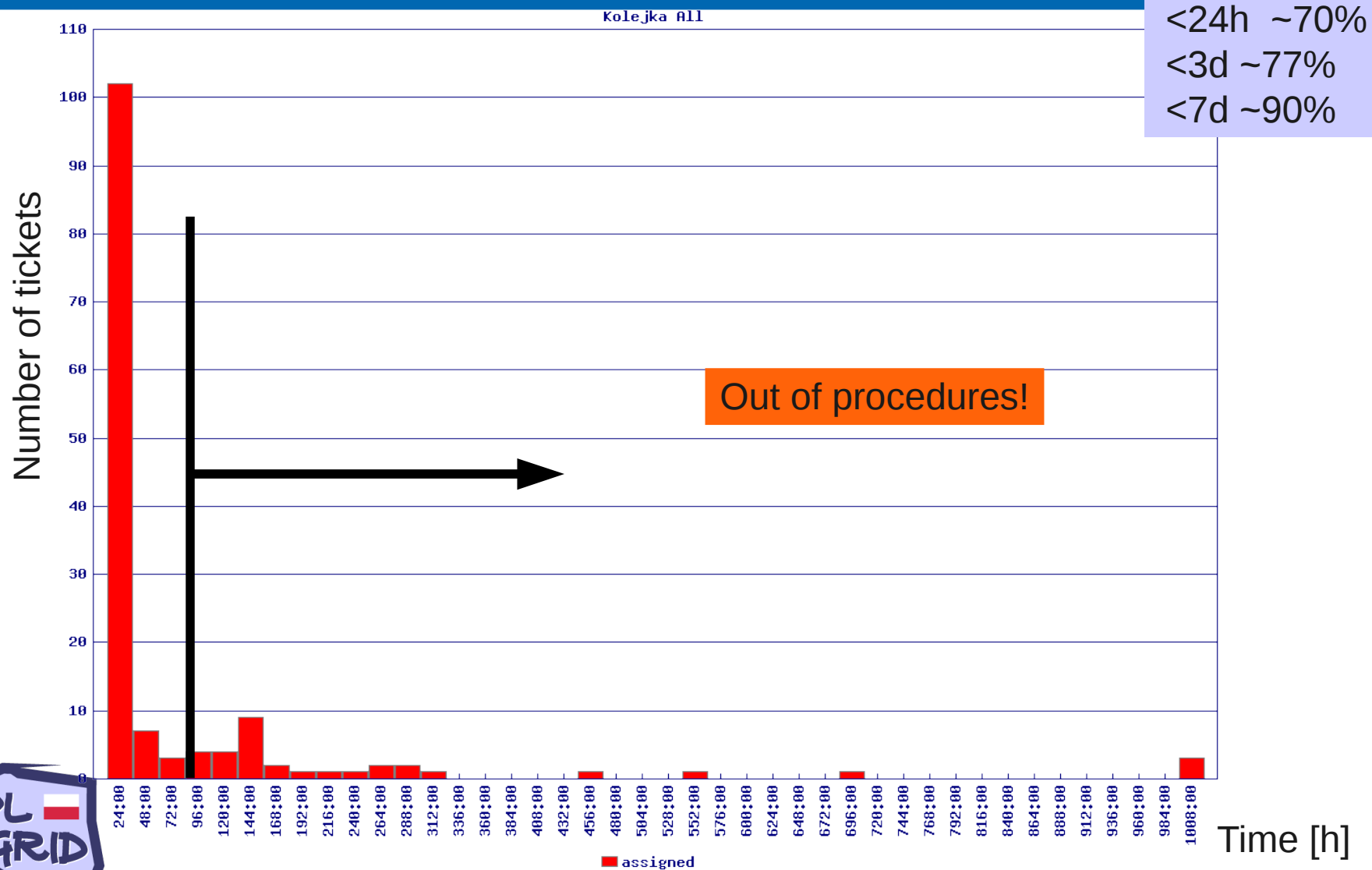
Out of procedures!

Note:

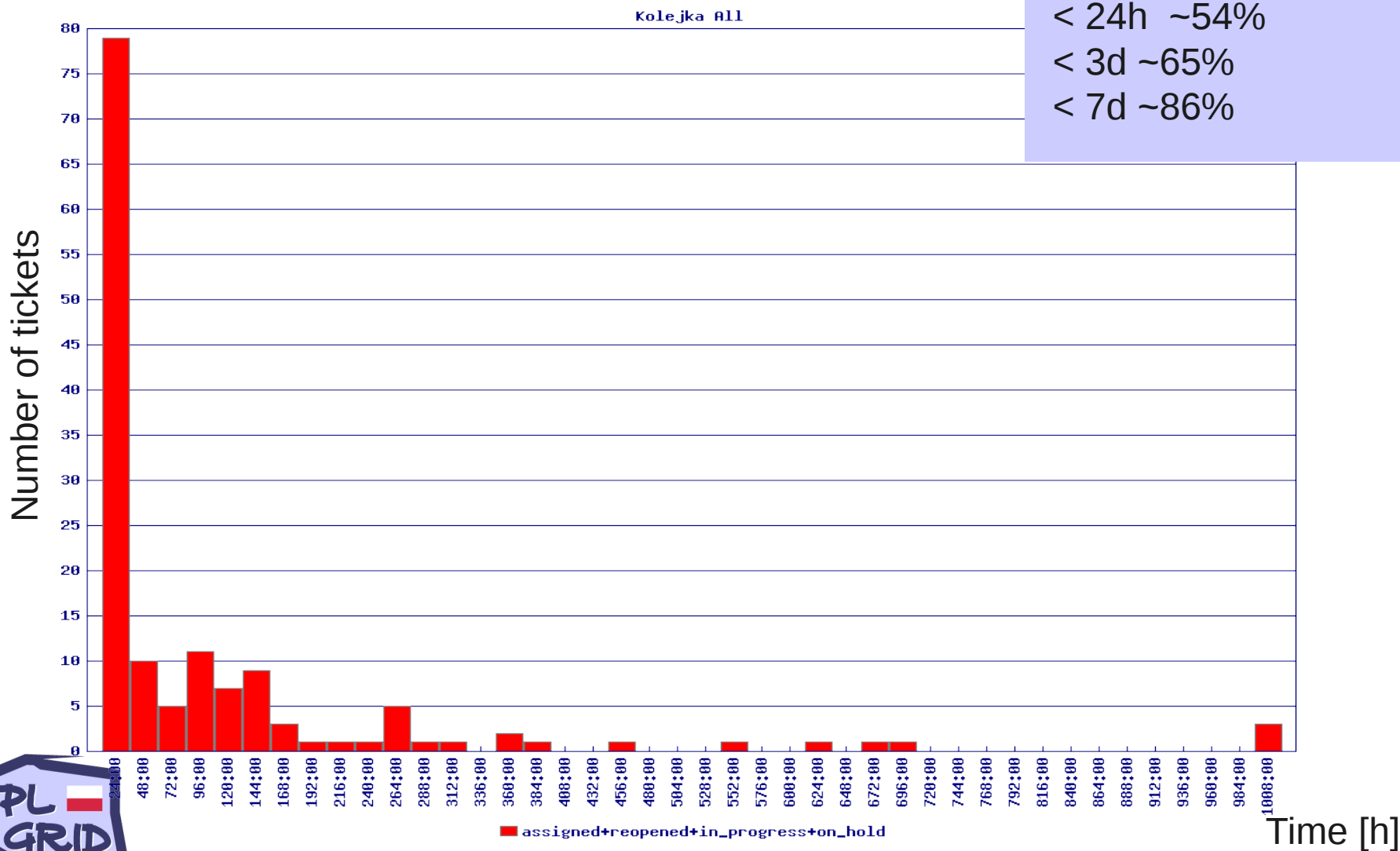
1) Include large fraction of tickets assigned **without** TPM intervention

2) Reaction time does not exclude weekends thus metric-allowed time is 3 days

PL-Grid Helpdesk metrics: Domain Expert acknowledge time



PL-Grid Heldpesk metrics: Ticket solution time (last 2m)

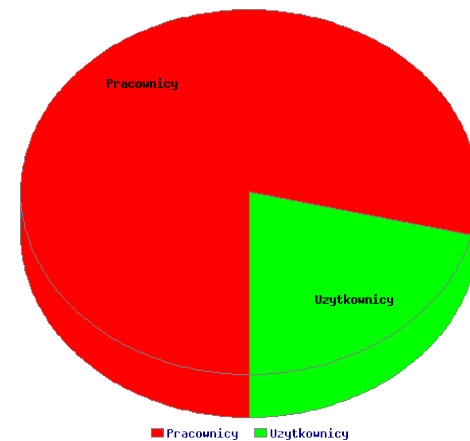


PL-Grid staff ~79%
Users ~21%

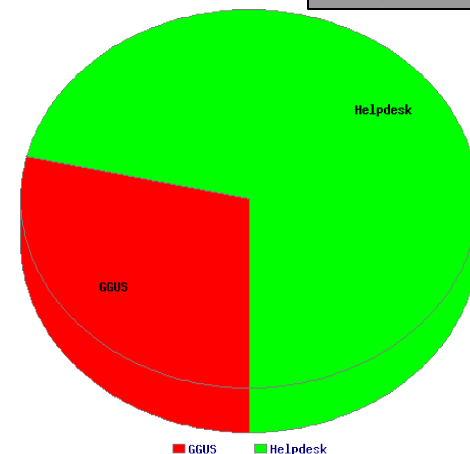
◆ Total tickets submitted (01.02-07.09.2010: **537**)

◆ Source of tickets (01.07-07.09.2010: **149**):

- GGUS **43**
- Helpdesk **106**



GGUS ~29%
Helpdesk ~71%



- GGUS WS interface very useful
 - working fine
 - but... took us few months to implement it in RT
- Support process need procedures and metrics
 - to get insight, find bottlenecks, issues
- E-mail interface still in use
 - convenient for users
 - unwieldy for advanced use (e.g. acknowledge a ticket)