EGI Helpdesk roadmap, requirements and plans for a new helpdesk system

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GGUS History

• **April 2004**: first version of GGUS online
• GGUS = Global Grid User Support
  • Helpdesk for the world wide LHC community
• **2010**: xGUS implemented and presented at EGI Technical Forum
  • Lightweight ticketing system for small NGIs (NGI = National Grid Initiative)
  • interfaced with GGUS
  • Low administration effort
  • Customization for logos, support groups and email addresses
• Basic ideas of **GGUS and xGUS**:
  • Offers collaboration for various teams and groups
  • **Flat hierarchy and permissions**: everybody can see everything
  • **Common source code** for both GGUS and xGUS
GGUS Access Models

• Original
  • Only for registered users of WLCG: Username/password & X509
  • Support role allows modification of any ticket
  • Support role granted manually by GGUS team

• Adaption to the needs of EGI
  • Mail2Ticket for several support units
  • Support units added/removed
  • VOs added/removed
  • DMSU

• Access via EGI AAI
  • Grant support role via entitlement of EGI AAI
GGUS Interfaces

- GGUS retrieves data from
  - GOC DB
  - OIM/OSG
  - WLCG VO feeds
  - VOMS (WLCG and Biomed)
- Ticketing systems
  - CERN Snow
  - NGI_CZ RT (including PERUN)
  - ROC_Russia
- Operations Portal
- Others
  - dCache
  - Various dashboards
GGUS Numbers

- **150k tickets** (November 2020)
- 470 new tickets per month
  - 60% WLCG scope
  - 40% EGI scope
  - 73% of ticket submitters belong to WLCG VOs
    - 50% CMS, 38% ATLAS, 11% LHCb, 1% ALICE
- 24% of ticket submitters don't provide any VO information
- 3% of ticket submitters belong to miscellaneous VOs

<table>
<thead>
<tr>
<th>Users and permissions</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support permissions</td>
<td>940</td>
</tr>
<tr>
<td>Alarm permissions</td>
<td>75</td>
</tr>
<tr>
<td>Team permissions</td>
<td>249</td>
</tr>
</tbody>
</table>
GGUS @ KIT

• **Implementation**
  - PHP Frontend
  - Commercial Remedy Backend
    - Dependency on commercial databases
  - **Mostly frozen** with only small changes and additions

• **Operations**
  - Very successful since 2004
  - Personnel funded by GridKa Tier-1
  - **Additional personnel required for** large scale changes/complete redesign
    - Many feature requests had to be rejected/postponed

• GGUS for WLCG & EGI before latest EOSC developments
  - KIT is operating **GGUS for EGI**
  - KIT committed to operate **GGUS for WLCG**
    - >>1 year warning before shutdown
GGUS Roadmap 2020&2021

GGUS will be further maintained, supported and developed (with minor effort).

2020:
- Blocking for any account that abused the service and prevent the abuser from creating a new account instead
- Show columns in search result: collapse or move to preferences
- Fix bug with special characters which prevents system from sending email
- Move some search attributes to an extended search view

2021:
- Ticket resolving: display solution field and put cursor into it when changing status to "solved" or "unsolved"
- Ticket history: collapse old entries and show only latest ones or show all like in current implementation
- Move submitter notification mode to submitter information at the top
- Move duplicate feature to a collapsed expert area of modify section
- Move “Escalate” button to a collapsed expert area of modify section
- Simplify GGUS URLs (see b. From chapter “List of requirements”)
Helpdesk for EOSC Future

- **EOSC-Hub Helpdesk**
  - xGUS integrated with EGI GGUS and EUDAT RT

- **EOSC Helpdesk**
  - **Unified** scalable helpdesk
  - Modern, user friendly interface
  - Self Support, Knowledge Database
  - SLA Management
  - Integration with external helpdesks
  - Helpdesk-as-a-Service for communities
  - Customizable workflows
  - Support of service management processes

- **KIT will provide EOSC Helpdesk**
  - New platform: **OTRS** opensource (GPL Licence) + premium support/features
  - OTRS already used as KIT-internal ticket system (25k students + 9k staff)
  - **Includes eventual merge of GGUS into EOSC Helpdesk**
  - on-premise or as cloud solution running at ISO/IEC 27001 certified data center in Germany
Requirements for EOSC Helpdesk

Main groups of requirements:

- Ticket Management & Escalation
- Queues Management
- AAI Integration and Access
- Statistics Management
- Notification Management
- User/customer submission web form
- Custom workflows
Requirements for EOSC Helpdesk

- We consider **major requirements** coming from:
  - EOSC stakeholders
  - EGI
  - WLCG

- Multi-step rollout process
  - **Preservation** of current **best practices and established procedures**
  - Focus on **transparent communication** of any change
  - Introduction of new features with possibility to rollback

Please contact [pavel.weber@kit.edu](mailto:pavel.weber@kit.edu) to discuss your requirements
EOSC Helpdesk UI

EOSC Helpdesk based on OTRS will provide 2 interfaces:

- User/Customer interface: ticket submission, search, knowledge database
- Agent interface: multiple views in dashboard, filtering, escalation etc.
EOSC Helpdesk UI: Dashboard for Support units

multiple quick filters

info widgets
EOSC Helpdesk UI: User Dashboard

Quick links:
- Search in tickets, Knowledge DB
- Knowledge Base
- Service Catalog
- Custom Link 1
- Custom Link 2
- Custom Link 3
- My Tickets
- New Ticket
- Pavel Weber

How can we help you today?
Search something...

List of tickets:
1. Group management for communities
2. Ticket from customer pw4

Live Chat:
Preliminary Timeline

• 2020
  • Helpdesk Prototype
  • Prepare main functions of Helpdesk platform to be ready for project start
  • Collection and **prioritization of requirements**

• 2021++
  • Customization of the new Helpdesk
    • Integration with EOSC AAI
    • **Support Units Structure**
      • Workflows, access privileges, roles
      • Integration with other helpdesk systems (EUDAT RT, EGI GGUS)
  • **Assessment** and validation of new EOSC Helpdesk
  • Not earlier than **second half of 2021**: Introduction of test support units for EGI and WLCG, implementation of requirements and workflows, **pilot phase**
  • **Assessment** and validation of pilot phase
  • Upon successful validation migration of all units from GGUS to OTRS Helpdesk, while keeping the GGUS fully functional for a few months.