

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

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Guenter Grein, Pavel Weber

Steinbuch Centre for Computing



# GGUS History

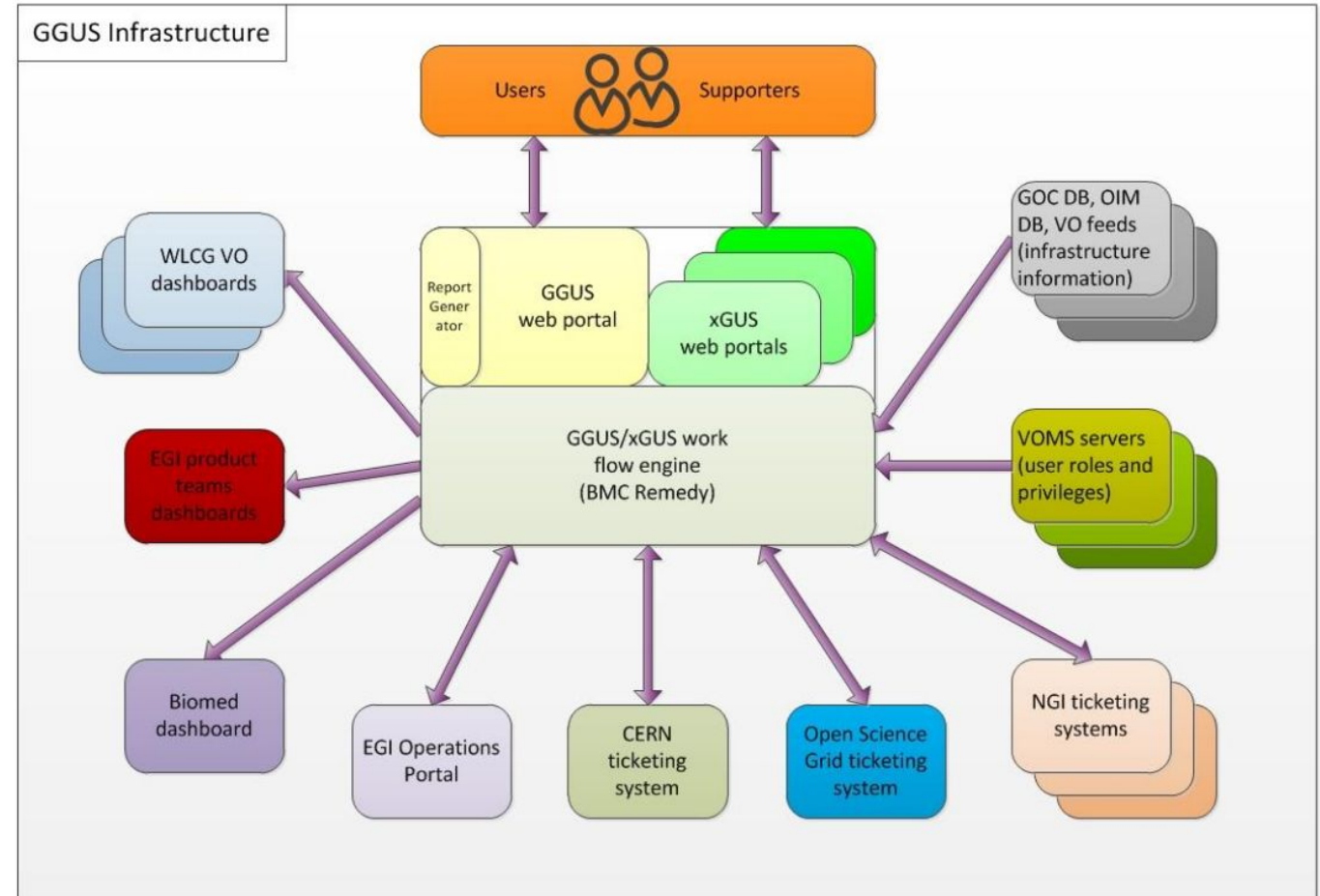
- **April 2004**: first version of GGUS online
- GGUS = **Global** Grid User Support
  - Helpdesk for the world wide LHC community
- **2010: xGUS** implemented and presented at EGI Technical Forum
  - Lightweight ticketing system for small NGIs (NGI = National Grid Initiative)
  - interfaced with GGUS
  - 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

Users and permissions	Total
Support permissions	940
Alarm permissions	75
Team permissions	249

- **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

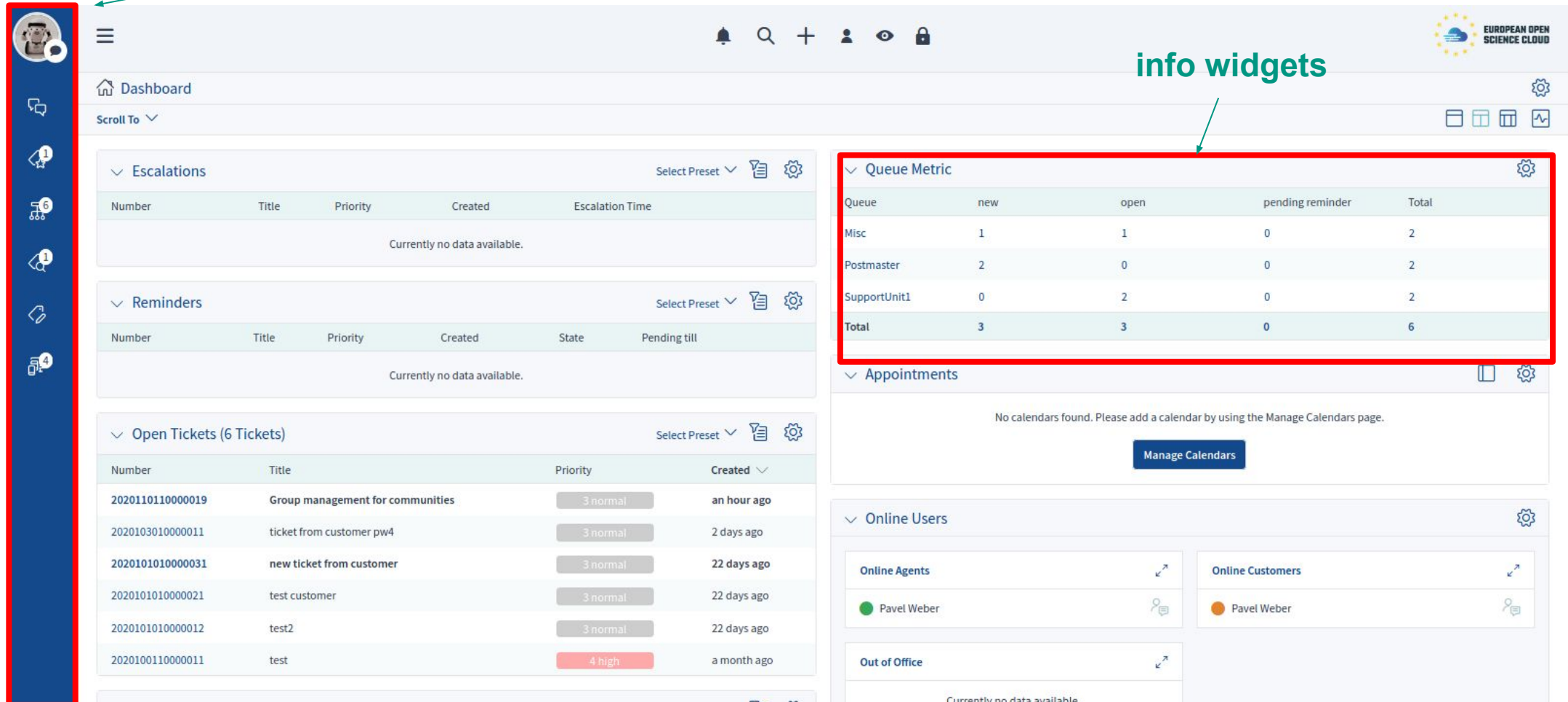
EOSC Helpdesk based on OTRS will provide 2 interfaces:

- 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



The dashboard displays the following widgets:



- Escalations:** A table with columns: Number, Title, Priority, Created, Escalation Time. Status: Currently no data available.
- Reminders:** A table with columns: Number, Title, Priority, Created, State, Pending till. Status: Currently no data available.
- Open Tickets (6 Tickets):** A table with columns: Number, Title, Priority, Created.

Number	Title	Priority	Created
2020110110000019	Group management for communities	3 normal	an hour ago
2020103010000011	ticket from customer pw4	3 normal	2 days ago
2020101010000031	new ticket from customer	3 normal	22 days ago
2020101010000021	test customer	3 normal	22 days ago
2020101010000012	test2	3 normal	22 days ago
2020100110000011	test	4 high	a month ago
- Queue Metric:** A table with columns: Queue, new, open, pending reminder, Total.

Queue	new	open	pending reminder	Total
Misc	1	1	0	2
Postmaster	2	0	0	2
SupportUnit1	0	2	0	2
<b>Total</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>6</b>
- Appointments:** No calendars found. Please add a calendar by using the Manage Calendars page. [Manage Calendars](#)
- Online Users:** Online Agents and Online Customers sections. Online Agents: Pavel Weber (Online). Online Customers: Pavel Weber (Offline). Out of Office: Currently no data available.

# EOSC Helpdesk UI: User Dashboard

## quick links

[Custom Link 1](#) [My Tickets<sup>2</sup>](#) [New Ticket](#)  [Pavel Weber](#) 


[Knowledge Base](#) [Service Catalog](#) [Custom Link 2](#) [Custom Link 3](#)



search in tickets,  
Knowledge DB

### How can we help you today?

List of tickets

Title	State	Creator	Created
Group management for communities	new	Pavel Weber	Pavel Weber Please report your problem.
ticket from customer pw4	new	Pavel Weber	



EOSC-Hub Key Exploitable Results




Services for the EOSC



New services are EOSC Marketplac

### Conversation(s)

Active chat(s)

 Pavel Weber 11/01/2020 21:39:15  
Please report your problem.

[New conversation](#)

Live Chat

# Preliminary Timeline

- 2020
  - Helpdesk Prototype
  - Prepare main functions of Helpdesk platform to be ready for project start
  - Collection and **priorization 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.