OMB Meeting

Plans for the new Helpdesk

Pavel Weber (SCC)
26.10.2023

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CC BY ND

Introduction

- **Migration: GGUS→ New EGI/WLCG Helpdesk**
  - GGUS (BMC Remedy Server, Oracle DB)
  - **New Helpdesk** powered by **Zammad**
    - Open-source technology
    - Modern UI/UX, customisation and integration options

API INTEGRATION
COMMUNITY
EOSC
FEDERATION
TICKET
ESCALATION
HELP
SUPPORT UNIT
AUTOMATION
TROUBLESHOOTING
CLASSIFICATION
CMDB
INSTANT ACCESS
CUSTOMER
NOTIFICATION
SERVICE REQUEST
SERVICE DISRUPTION
SUPPORT
USER
DESK
MOBILE SUPPORT
SERVICE PROVIDER
SELF-SERVICE
AAI
ITSM OPs
Process
INCIDENT
MANAGEMENT
DOCUMENTATION
INTEGRATION
FIRST LEVEL
KNOWN ERROR
WORKFLOW
DATABASE

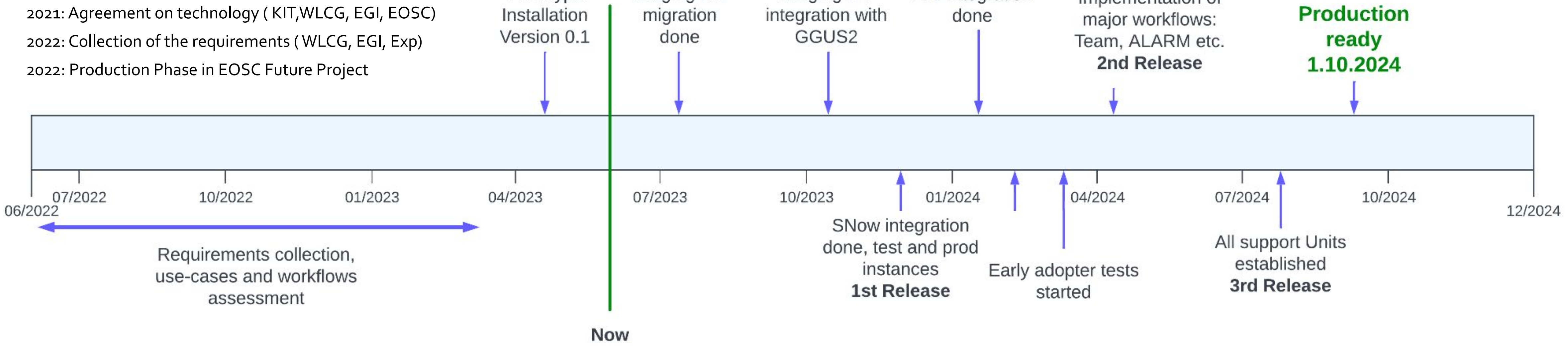
- **Migration phases:**

1. Requirements collection and assessment (2022..)
2. Prototype: implementation of major workflows (2023-2024)
3. Integration with other systems: Snow, RT (2024)
4. Early adopters, tests, training, Production (2024)

Timeline and milestones

Roadmap presented at GDB Meeting 06.2023

2021: Tests of technologies & Assessment Document
2021: Agreement on technology (KIT,WLCG, EGI, EOSC)
2022: Collection of the requirements (WLCG, EGI, Exp)
2022: Production Phase in EOSC Future Project



Prototype Installation Version 0.1

Staging DB migration done

Staging DB integration with GGUS2

AAI Integration done

Implementation of major workflows: Team, ALARM etc.
2nd Release

Production ready 1.10.2024

06/2022
07/2022
10/2022
01/2023
04/2023
07/2023
10/2023
01/2024
04/2024
07/2024
10/2024
12/2024

Requirements collection, use-cases and workflows assessment

Now

SNow integration done, test and prod instances
1st Release

Early adopter tests started

All support Units established
3rd Release

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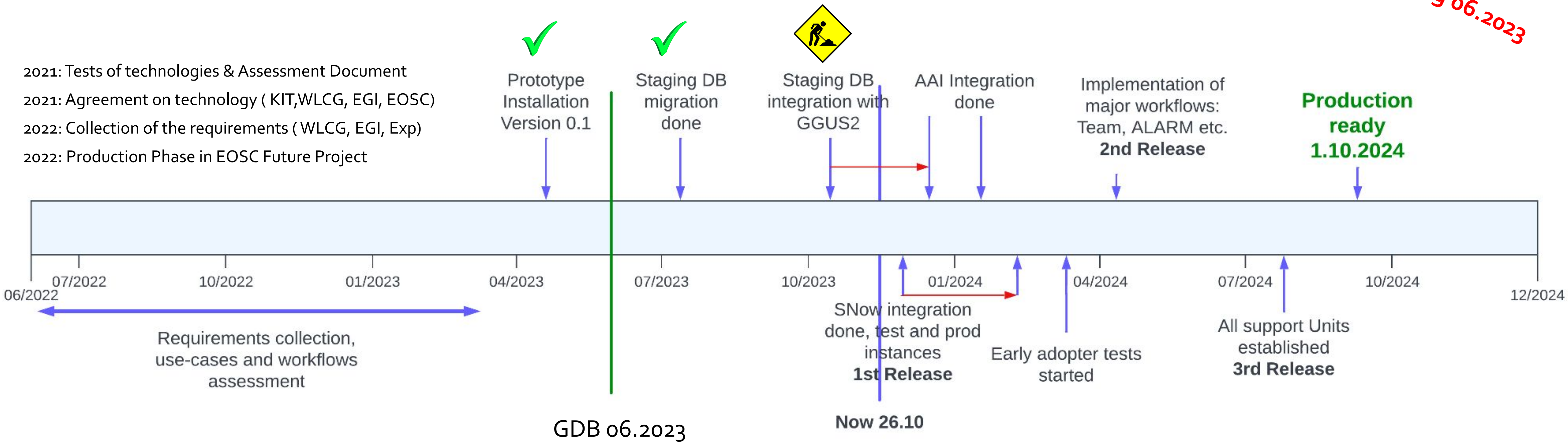

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10/2024
12/2024

Requirements collection, use-cases and workflows assessment

GDB 06.2023

SNow integration done, test and prod instances
1st Release

Now 26.10

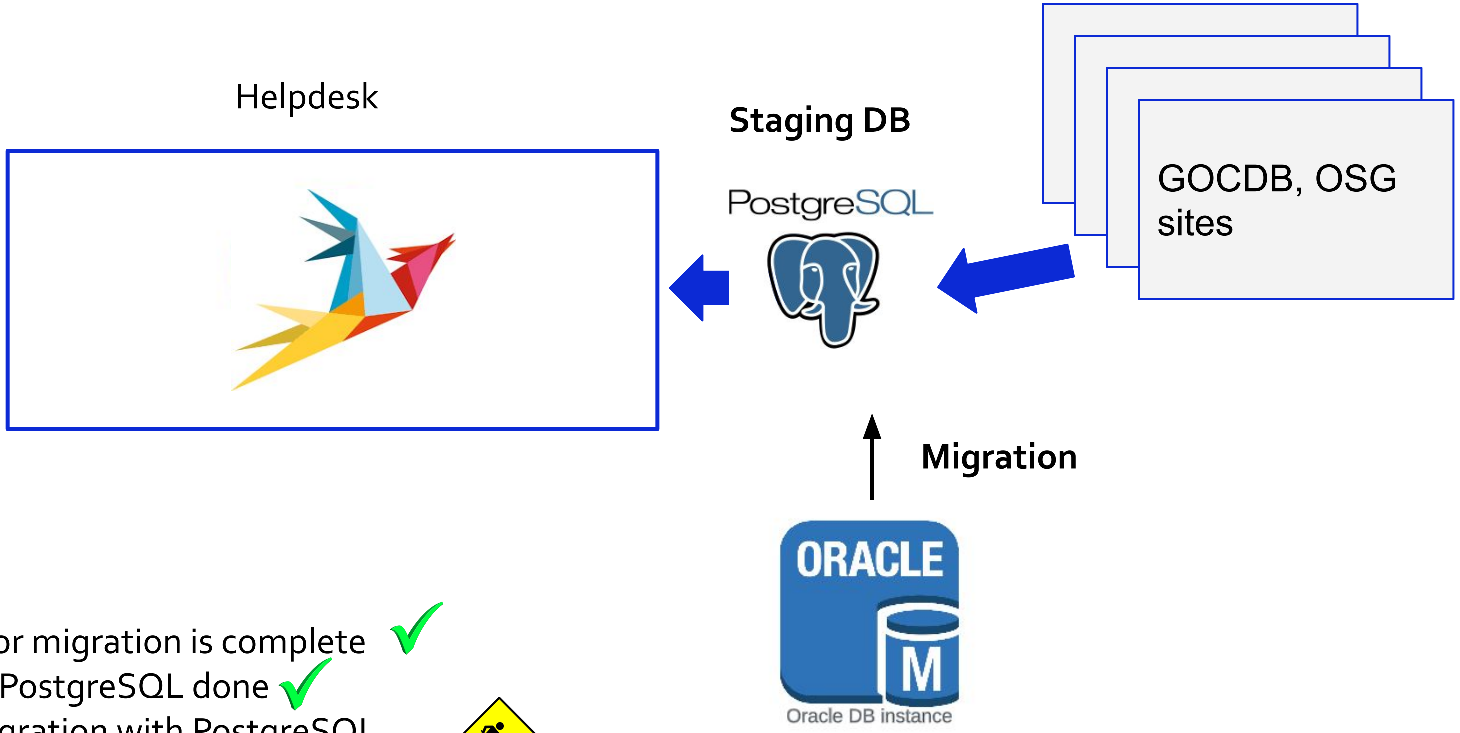
Early adopter tests started

All support Units established
3rd Release

Staging DB Integration

Staging DB is a proxy database connected to GGUS, which collects information about sites, status, contacts

1. Step: Staging DB migration to PostgreSQL
2. Step: Helpdesk Integration with PostgreSQL Staging DB



Helpdesk
Staging DB
PostgreSQL
GOCDB, OSG sites
Migration
ORACLE
M
Oracle DB instance

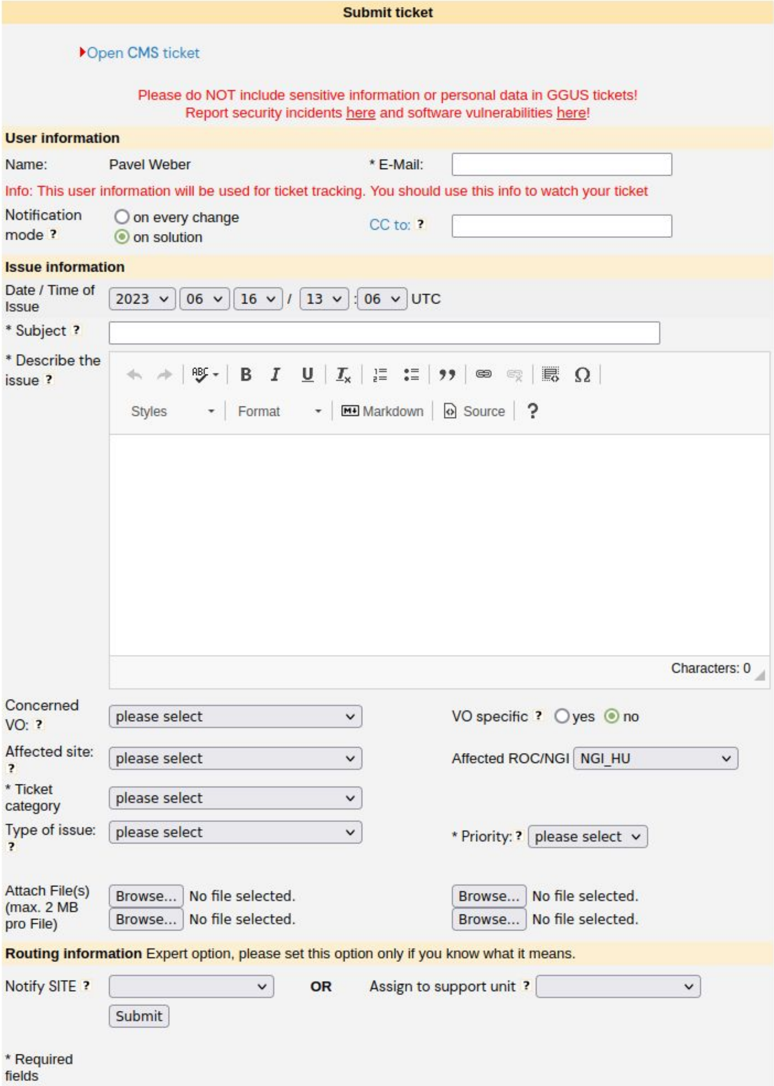
Status:

- Preparation for migration is complete ✓
- Oracle DB → PostgreSQL done ✓
- Zammad integration with PostgreSQL 🚧

Current Activities

- All activities are tracked in JIRA https://its.cern.ch/jira/projects/HD4WLCG
- Test instance: ggus2.scc.kit.edu
- Agreement on new name: **helpdesk.egi.eu**
- Discussion on E-mail connected to the Helpdesk
- AUP & Privacy Policy in preparation
- Installation of Production instance
- **Integration with AAI**
  - SAML in Zammad: support *voPersonID* to be tested, current *PersistantNameID* to be replaced
  - OIDC Protocol is currently not supported, discussion about implementation and timeline with Zammad
- Ticket states and priorities
- Preparation of documentation for users & Migration status (Confluence Wiki)
- **GGUS Workflows** migration
  - Revision & implementation

Workflows Migration



Submit ticket

▸Open CMS ticket

Please do NOT include sensitive information or personal data in GGUS tickets!
Report security incidents here and software vulnerabilities here!

User information

Name: Pavel Weber

* E-Mail:

Info: This user information will be used for ticket tracking. You should use this info to watch your ticket

Notification mode ? ○ on every change ● on solution

CC to: ?

Issue information

Date / Time of Issue: 2023 06 16 / 13 : 06 UTC

* Subject ?

* Describe the issue ?

Characters: 0

Concerned VO: ? please select

VO specific ? ○ yes ● no

Affected site: ? please select

Affected ROC/NGI: NGI_HU

* Ticket category: please select

Type of issue: ? please select

* Priority: ? please select

Attach File(s) (max. 2 MB pro File): Browse... No file selected. Browse... No file selected. Browse... No file selected. Browse... No file selected.

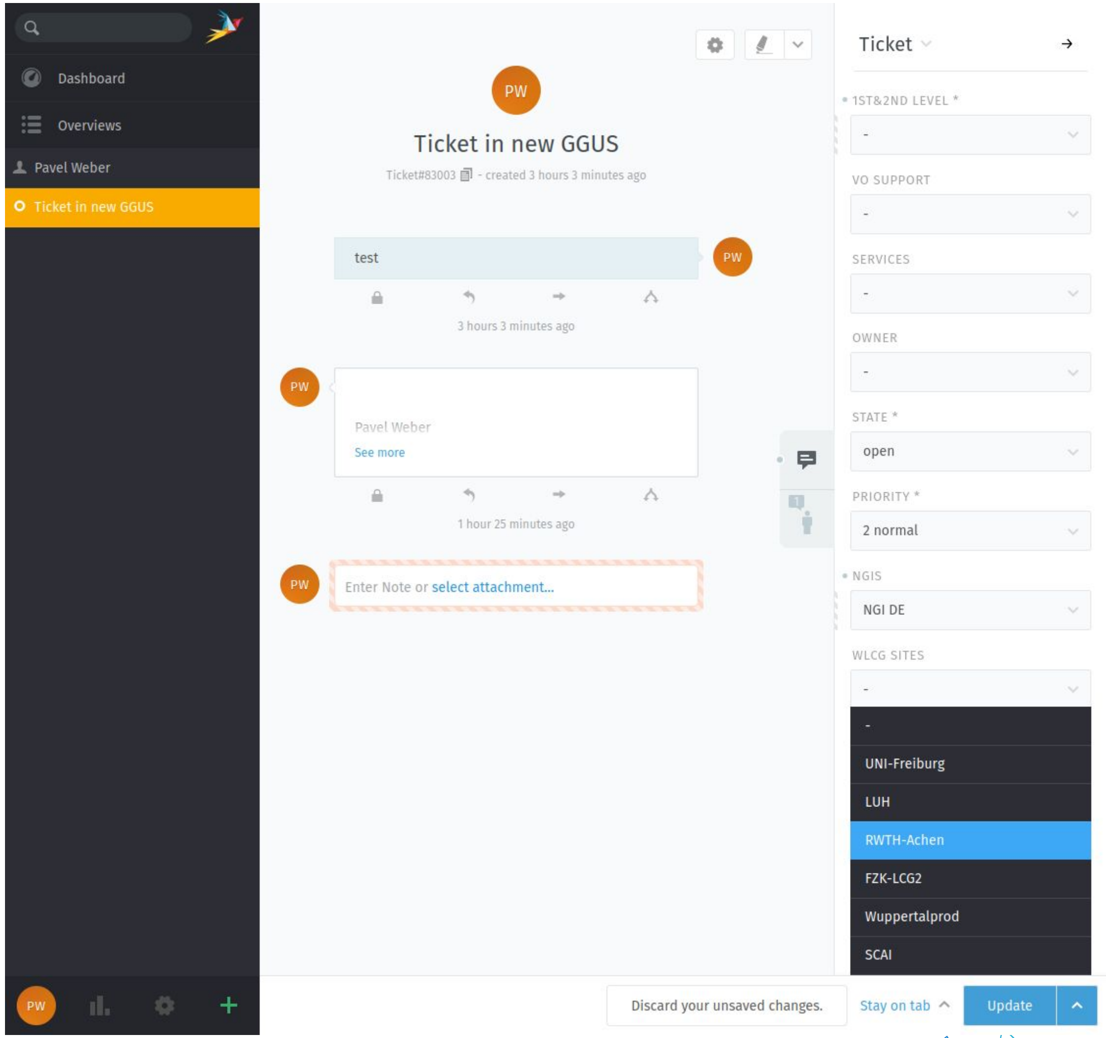
Routing information Expert option, please set this option only if you know what it means.

Notify SITE ? OR Assign to support unit ?

Submit

* Required fields

UI and workflows:
Revision & Adaptation



Ticket in new GGUS

Ticket#83003 - created 3 hours 3 minutes ago

test

3 hours 3 minutes ago

Pavel Weber
See more

1 hour 25 minutes ago

Enter Note or select attachment...

Ticket

1ST&2ND LEVEL *: -

VO SUPPORT: -

SERVICES: -

OWNER: -

STATE *: open

PRIORITY *: 2 normal

NGIS: NGI DE

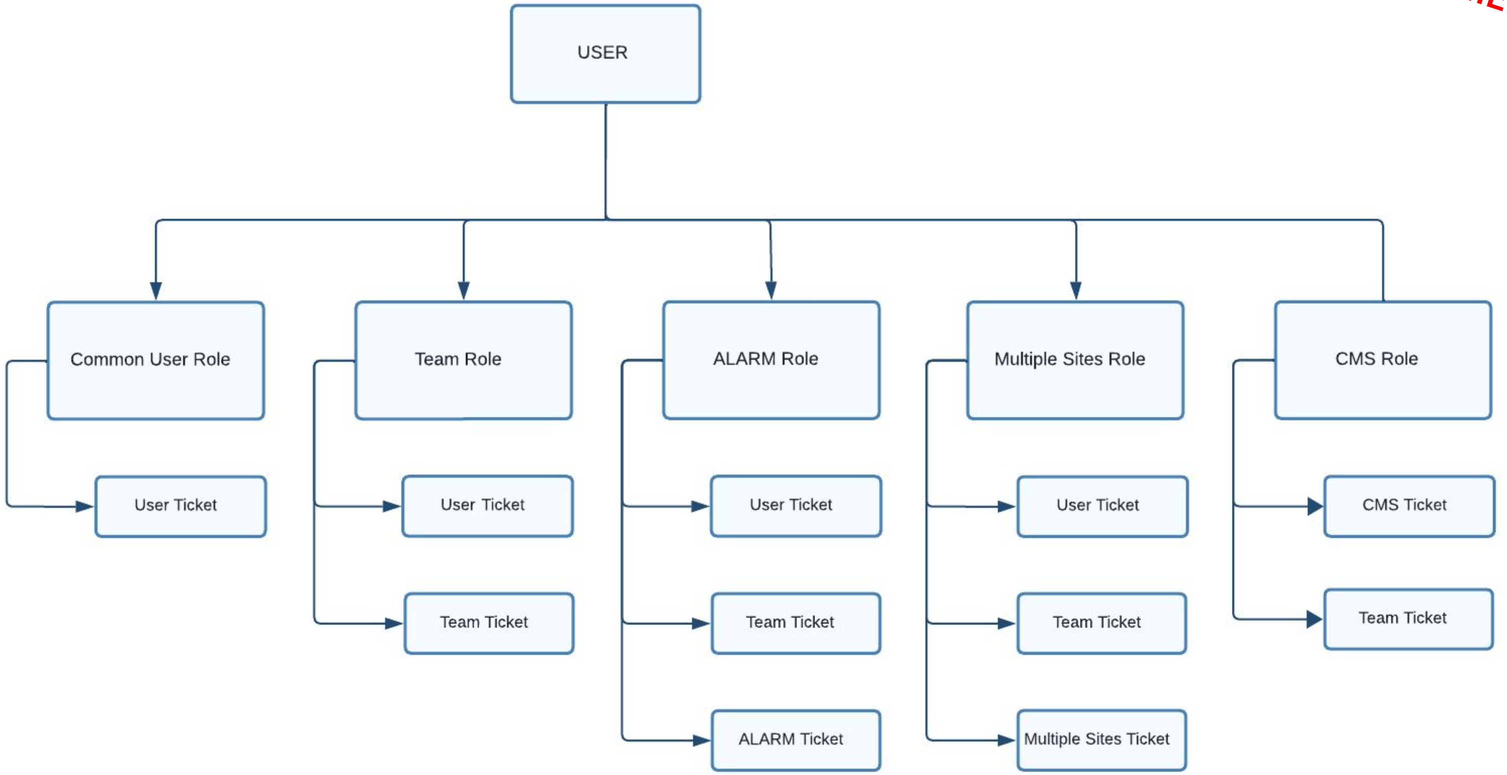
WLCG SITES: -

- -
- UNI-Freiburg
- LUH
- RWTH-Achen
- FZK-LCG2
- Wuppertalprod
- SCAI

Discard your unsaved changes.

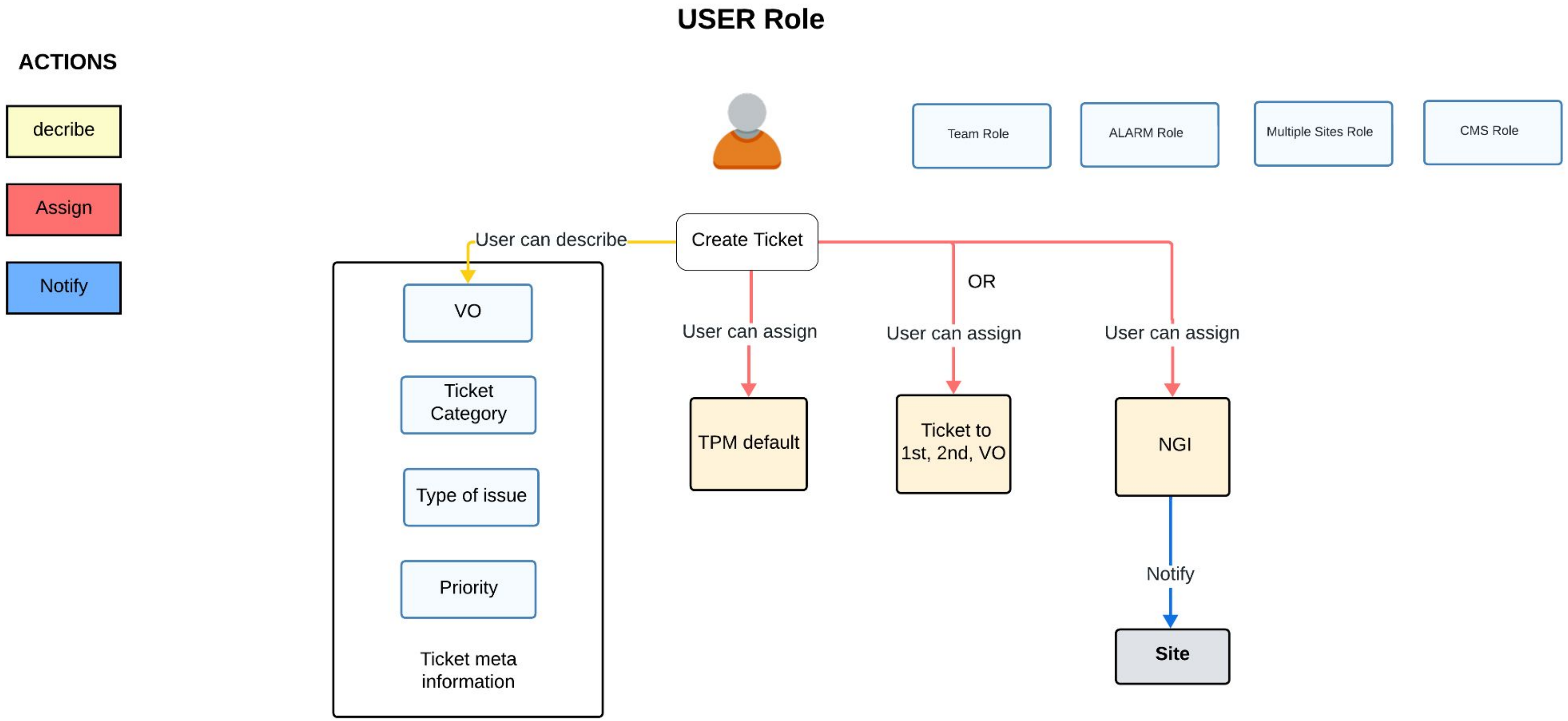
Helpdesk Roles and Workflows: Roles Hierarchy

WORKING DOCUMENT


USER
Common User Role
User Ticket
Team Role
User Ticket
Team Ticket
ALARM Role
User Ticket
Team Ticket
ALARM Ticket
Multiple Sites Role
User Ticket
Team Ticket
Multiple Sites Ticket
CMS Role
CMS Ticket
Team Ticket

Helpdesk Roles and Workflows: User Role

WORKING DOCUMENT



USER Role

ACTIONS

🟨 decribe

🟥 Assign

🟦 Notify

Team Role

ALARM Role

Multiple Sites Role

CMS Role

Create Ticket

User can describe

VO

Ticket Category

Type of issue

Priority

Ticket meta information

User can assign

TPM default

OR

User can assign

Ticket to 1st, 2nd, VO

User can assign

NGI

Notify

Site

Outlook

- Progress according Roadmap with some minor delays so far
- 1st Release after integration with AAI and implementation of major workflows
- We plan initial tests of ticket assignment to sites after integration with staging DB
- Sharing of documentation and migration status to be prepared
- Implementation of complex workflows and integration with other systems
- Everyone is welcome to contribute and to help

Thank you!

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