

EGI Helpdesk: Enhancing Support for European Open Science

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Introduction

- efficient user support is crucial to implementing open-science principles
 - improves the accessibility of scientific research
 - guarantees the timely resolution of problems
- helpdesk is a service that provides a user support interface and implements the workflows agreed upon by the community
- a key element in any modern helpdesk is a ticket
 - the ticket is a question, notification or report about the incident that triggers a specific workflow to ensure the support is provided
- resolving the tickets enhances open science *and makes many people happy*

The GGUS helpdesk

■ EGI and WLCG communities share a common helpdesk known as **Global Grid User Support (GGUS)**

■ 1.3k supporters

■ 150k tickets

■ the GGUS exploits a single first-level support

■ unlike commercial helpdesks, the GGUS is special

■ users rarely care about other tickets

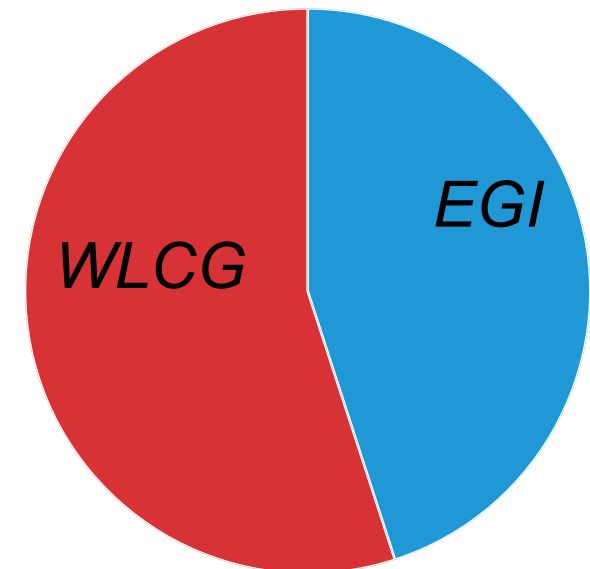
■ a few agents support a bulk of users

■ everyone sees everything

■ almost everyone is the agent

■ exploiting commercial helpdesks out of the box is barely possible

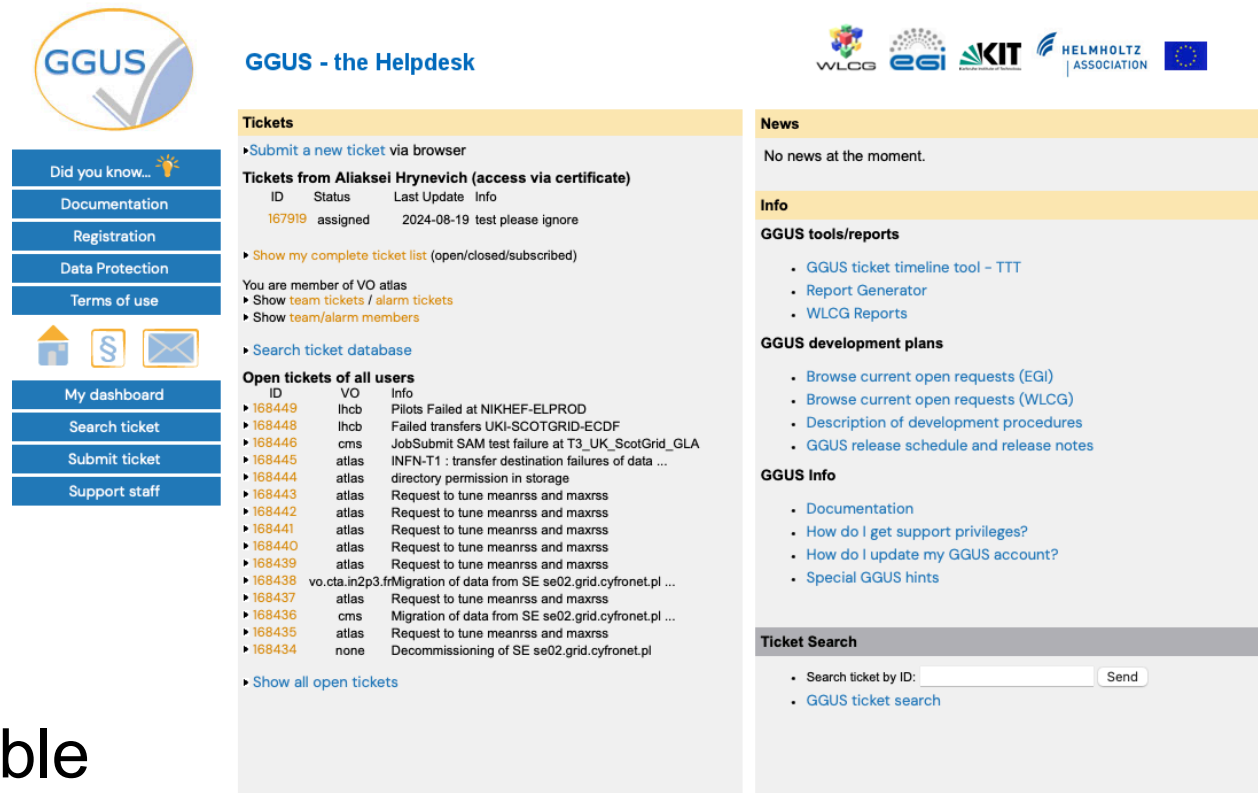
*Tickets share
in 2024*



EGI - European Grid Infrastructure / WLCG - Worldwide LHC Computing Grid

The GGUS helpdesk up to now (ggus.eu)

- the GGUS web-service is hosted and managed by KIT
- 20 years of successful operations
- based on the commercial backend
- custom developed frontend
- certificate login + EGI login
- current pitfalls:
 - the technologies are outdated
 - no major improvements are possible
- therefore, KIT decided to migrate to a new system

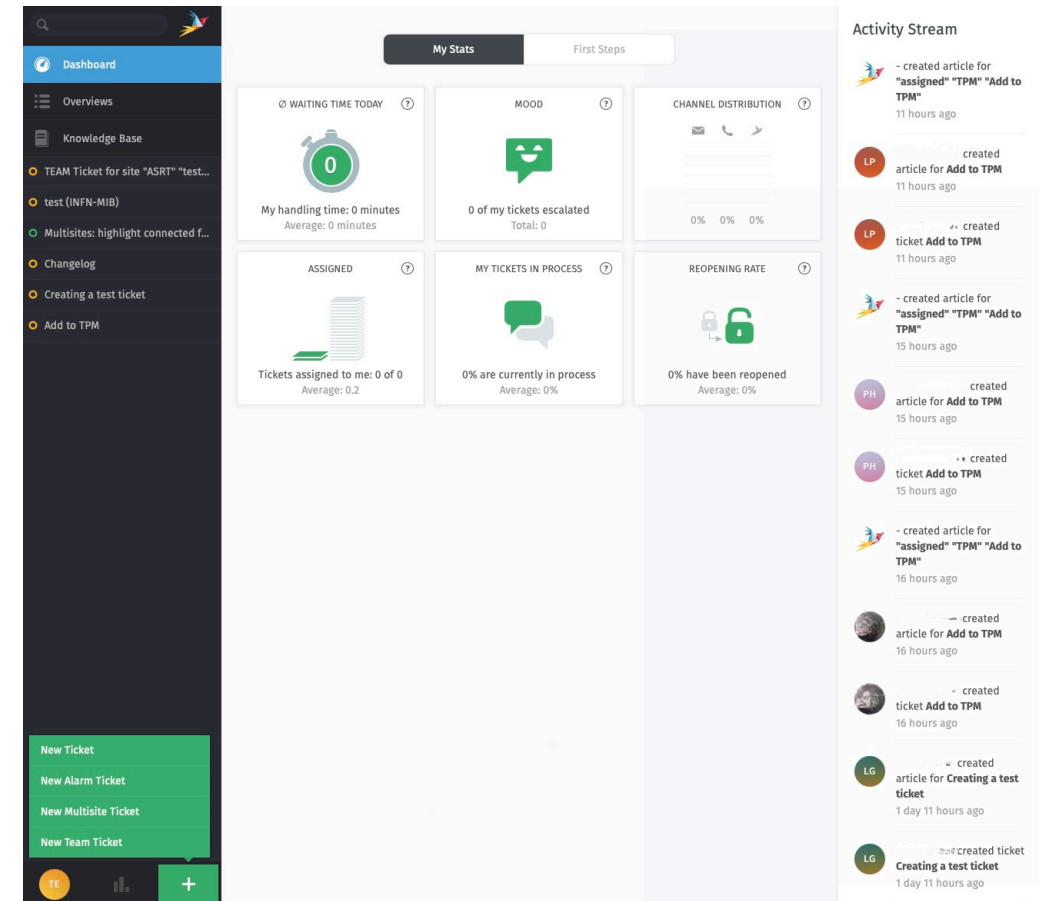


The screenshot shows the GGUS helpdesk interface. At the top right, there are logos for WLCG, EGI, KIT, HELMHOLTZ ASSOCIATION, and the European Union flag. The main content area is divided into several sections:

- GGUS - the Helpdesk**: A header section with a GGUS logo and a navigation menu containing: "Did you know...", "Documentation", "Registration", "Data Protection", "Terms of use", "My dashboard", "Search ticket", "Submit ticket", and "Support staff".
- Tickets**: A section with links for "Submit a new ticket via browser", "Tickets from Aliaksei Hrynevich (access via certificate)", "Show my complete ticket list", and "Search ticket database". It includes a table of tickets for Aliaksei Hrynevich.
- Open tickets of all users**: A table listing various tickets with columns for ID, VO, and Info.
- News**: A section stating "No news at the moment."
- Info**: A section with sub-sections for "GGUS tools/reports" (including "GGUS ticket timeline tool - TTT", "Report Generator", and "WLCG Reports"), "GGUS development plans" (including "Browse current open requests (EGI)", "Browse current open requests (WLCG)", "Description of development procedures", and "GGUS release schedule and release notes"), and "GGUS Info" (including "Documentation", "How do I get support privileges?", "How do I update my GGUS account?", and "Special GGUS hints").
- Ticket Search**: A section with a search input field and a "Send" button, along with a link for "GGUS ticket search".

Migration to the new helpdesk (helpdesk.ggus.eu)

- hosting and management continue at KIT
- the product is developed by **Zammad GmbH**
 - modern tech stack
 - open-source
 - rapidly developing
 - scalable
 - easy integrations with other system
- the GGUS workflows are implemented in cooperation with Zammad developers
- EGI login (SAML)
- successful operations in the EOSC environment
 - 700 users and >3k tickets



Key GGUS features being migrated

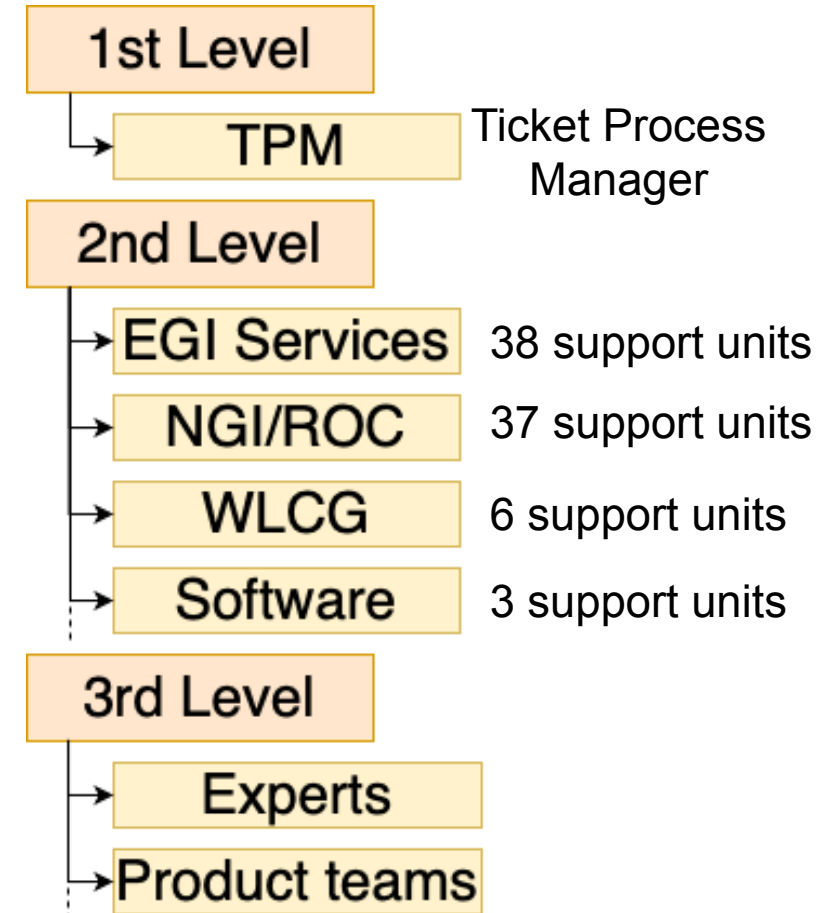
■ GGUS Roles

- **Users** read all tickets + submit to
 - 1st Level support as the default option
 - NGL/2nd Level if users know what they are doing
- **Supporters** have read/write access to all tickets

■ Additional Roles/Attributes

- **TPM** - basic support or routing to the next levels
- **Expert** - advanced support or routing to the 3rd level
- **<vo>** - VO membership triggers specific workflows
- **team, multisite, alarm** - access to extra ticket types

■ Routing options



Migration of other features

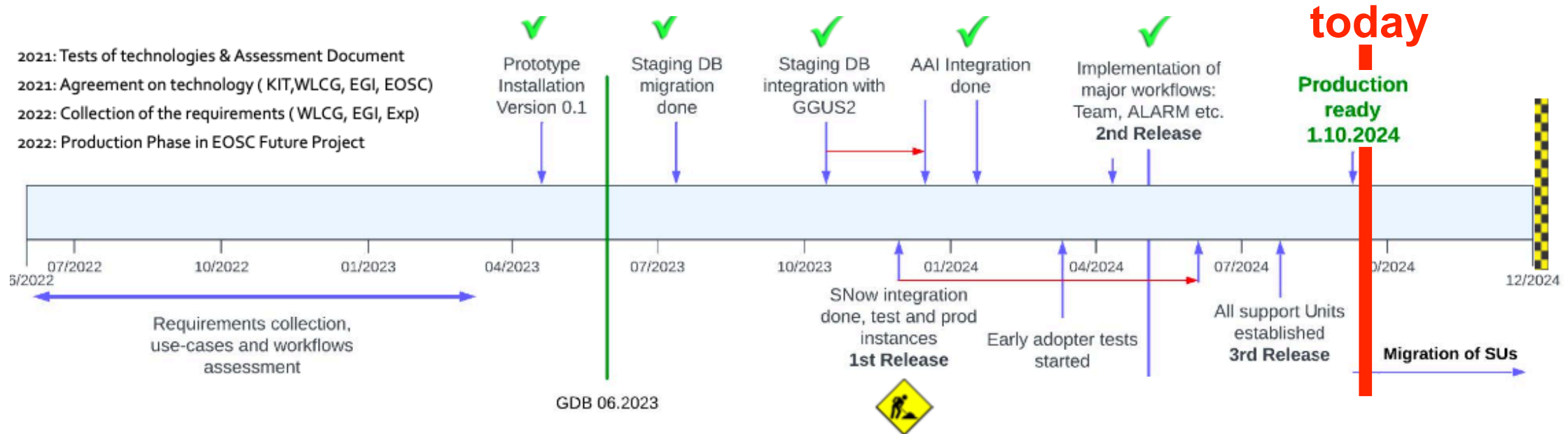
What is already done:

- ✓ the **GOCDDB integration**
 - site data synchronisation
- ✓ the **ServiceNow integration** nears completion
 - CERN's special case
- ✓ **custom WLCG workflows** are implemented
 - **alarm** - major incidents at T0-T1 centres (notifies on-call experts)
 - **team** - vo-prioritised ticket
 - **multisite** - submission to multiple sites/NGIs
- ✓ **mailing list notifications** are implemented
- ✓ **the mini-admin role** is introduced for distributed role management

What still needs to be done:

- extensive external tests
- CMS experiment specific workflow
- interface adjustments
- roles assignment
 - only for registered users
- user feedback & fine tuning

Roadmap



- the migration follows the original plan closely
- new helpdesk is in the pilot production phase

Conclusion

- migration to the Zammad based GGUS nears completion
- pilot production as of Oct 1st. The new GGUS communication channels:
 - web interface: helpdesk.ggus.eu
 - email: help@ggus.eu
- early adopters are welcome in the new system
- the old system is active until the end of the year (then read-only)
- in case of questions feel free to reach us directly at eu-service-support@lists.kit.edu