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The GGUS Report Generator

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Description of the Work

With the start of the EGI project the requirements for reporting and metrics generated from ticket in GGUS, the EGI helpdesk, have changed significantly. This is mainly due to the more complex workflows spanning various independent projects, such as the NGIs and the Technology Providers. This new eco system made it necessary to adapt a lot of the reporting already in place and triggered the development of new types of reports, like e.g. SLA violation report, etc.

The current implementation of the GGUS report generator didn't meet these requirements and needed to be updated. Requirements have been discussed and agreed on by all relevant user communities of GGUS (EGI operations, EGI DMSU, user communities like WLCG and technology providers like EMI). Major requirements that came out of these discussions are a flexible combination of different parameters like priority, status, support level for customized reports, pre-defined standard reports executed according to a time schedule, the calculation of key performance indicators like response time, solution time, ticket life time, the calculation of statistic values like median, average, SLA monitoring for technology providers, flexible data aggregation on calendar weeks, months, years.

Conclusions

This presentation will give an overview of the latest developments of the GGUS report generator. To deal with a number of new requirements a project plan has been setup for the implementation of the new version of the GGUS report generator. Major features are a flexible combination of different report parameters for customized reports, pre-defined standard reports executed according to a time schedule, the calculation of key performance indicators, the calculation of statistic values, SLA monitoring and flexible data aggregation. Sophisticated reporting will help optimizing processes in the EGI helpdesk and thus provide reliable and sustainable support for problems in the EGI infrastructure. The results of the first implementation phase will be presented here.

Impact

A project plan for the implementation of the new version of the report generator has been setup. The update of the GGUS report generator was split up into several sub-tasks. Requirements with the highest priority such as reports for project reviews and SLA monitoring will be implemented first. These features are included in the first version of the new report generator which will be presented here. The other features will follow ordered by priority and will be included in the final version that will be available by mid of 2012 in time for the 2nd year review of EGI-InSPIRE. The GGUS report generator will allow project representatives and managers getting information about the quality of the ticket solution process handled by the various support units in GGUS. Detailed reporting and analysis will help optimizing support processes within GGUS, the EGI infrastructure and its partners.

Overview (For the conference guide)

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