

User support in CMS

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Outline

- 1 User support today
- 2 Workflow for Grid related support
- 3 Support workflow CMS
- 4 Support workflow GGUS



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User support today

A Mailing list per each project

ORCA, OSCAR (→ reconstruction, simulation), CRAB, etc . . .

pros:

- All users see help request: anyone can answer and see the answer;
- Quick and easy to use: just one mail.

cons:

- All users see all help request: mail's flood. . .
- Voluntary basis: no one is formally responsible to come up with a solution, except project coordinator which can “assign” the problem to someone;
- Past/solved problems are not easily browsable. In principle SIMBA keep the archive, but browsing capabilities and user interface is far from good – being used with gmail...

B Savannah portal

- LCG tool: offer many functionalities, not only bug/support
- Used for many CMS projects (24)
- Keep track of progress in finding solution
- Shows open/closed/fixed/wontFix problems
- A problem can be formally assigned to a responsible, either directly by user or by project coordinator
- **Not much used by end users** even if rather user friendly
- Mostly used by developers

C Next door's expert

- **If you have one ...**
- Knowledge is not spread among the users!

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Interaction with non-CMS support

- What if a problem is internal to CMS?
- For a final user the problem can be basically anywhere
- C++, BuildFile, ORCA, Environment, afs, CRAB, PubDB, Site, Grid, ...
- First step is always try to understand where the problem is - *triage*
- Can be not easy: need expert in more than one sector
- many problems are just on boundaries between two worlds
- How to interact with 3rd party support (e.g. Grid support??)



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Workflow for Grid related support

- So far interaction with Grid for CMS happens through CRAB
- CRAB gives access to grid resources → access to grid problems
- Two main access points:
 - ▶ support EIS mailing list, (also) dedicated to CMS;
 - ▶ GGUS web portal, for all VO's;

Typical workflow

- ▶ User ask to crab-feedback mailing list;
- ▶ (eventual) iteration to get more info about the problem;
- ▶ expert identify the problem: Crab or data access or grid or ...
- ▶ If data access, contact directly site responsible
- ▶ If grid related, contact EIS or GGUS
- ▶ Users are encouraged to contact both directly, but typically this is done by experts

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Support workflow CMS

User with
problem

User with
problem

User with
problem

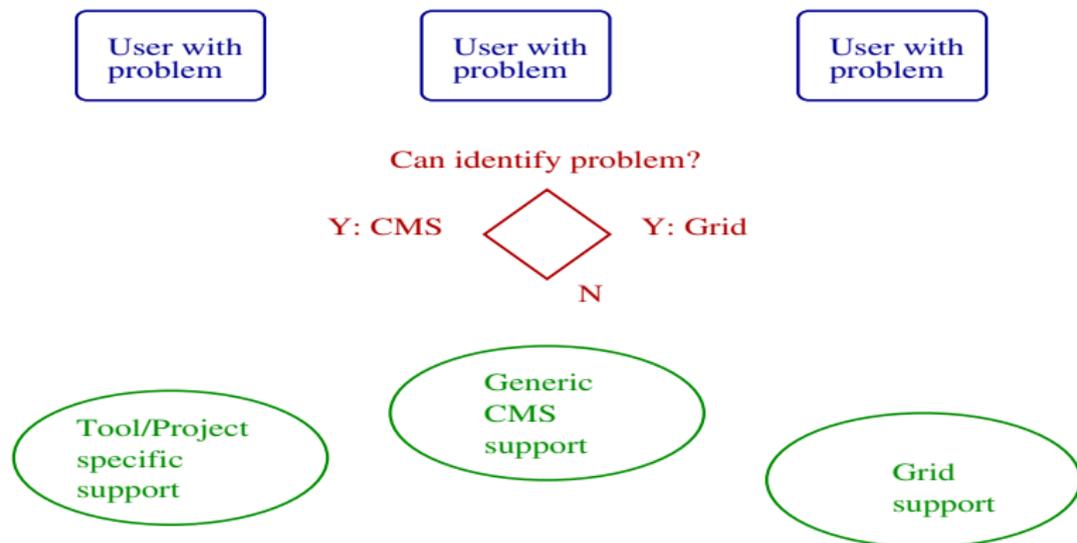
Tool/Project
specific
support

Generic
CMS
support

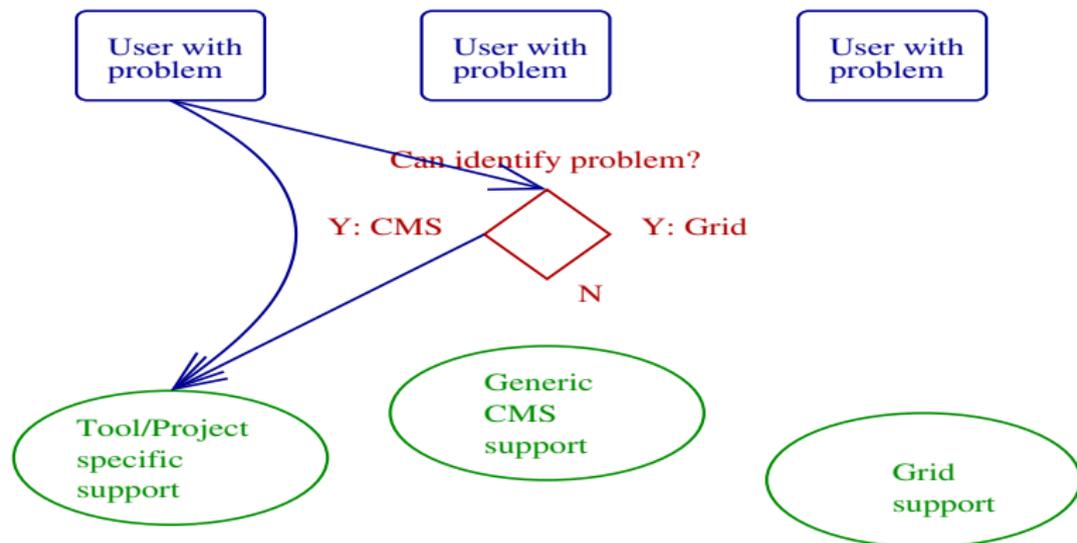
Grid
support



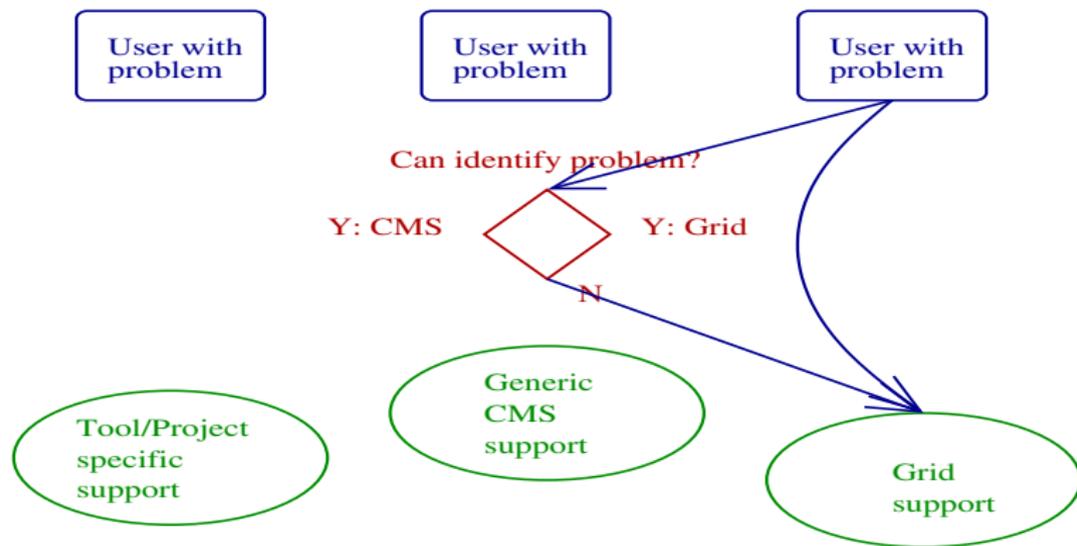
Support workflow CMS



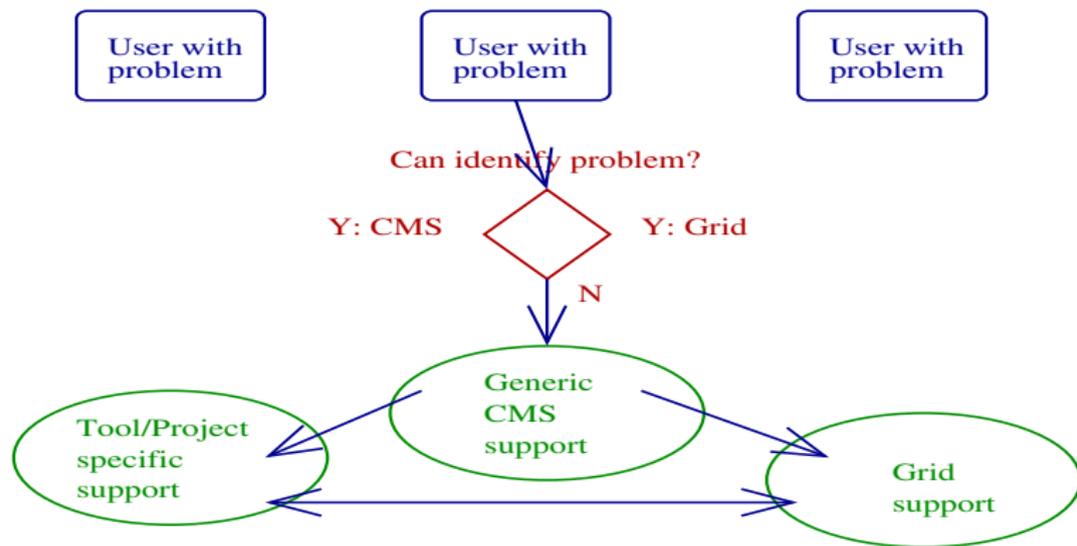
Support workflow CMS



Support workflow CMS



Support workflow CMS



Support workflow CMS

- PROS:**
- most problems goes straight to right technical support;
 - if unclear, CMS oriented support can perform the triage;
- CONS:**
- if wrong choice, problem must be redirected
- NEED:**
- relationship between CMS and Grid support
 - CMS expert(s) in contact or inside grid support

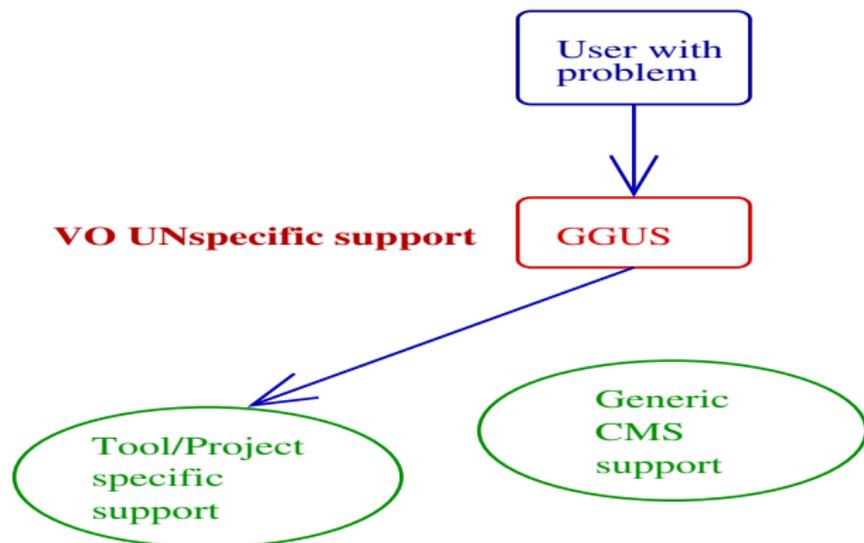


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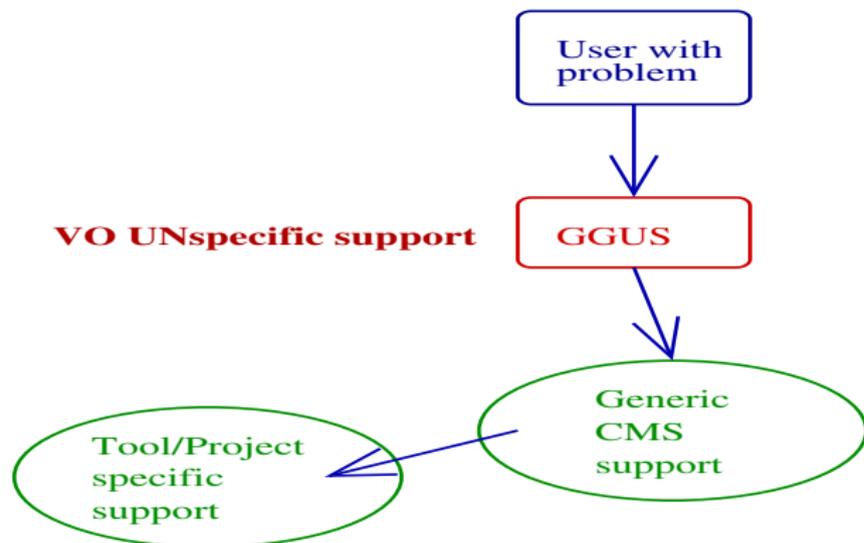
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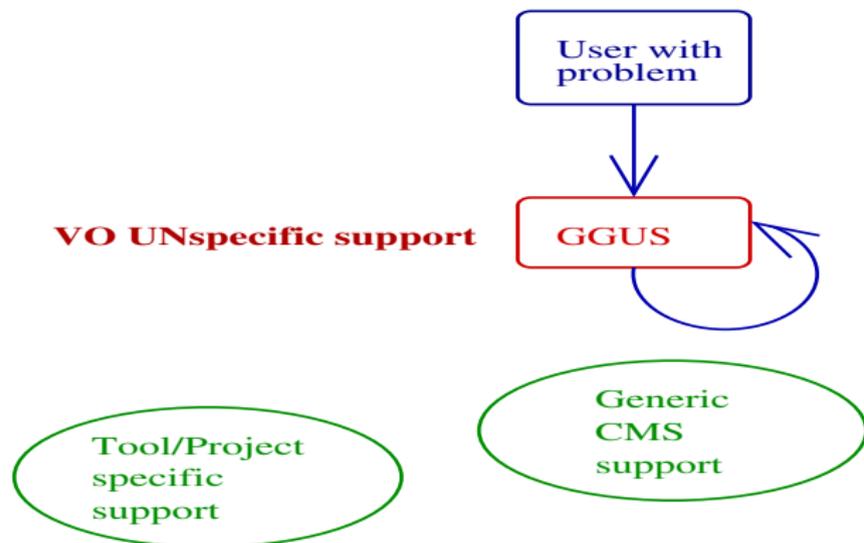
Support workflow GGUS



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Support workflow GGUS



Support workflow GGUS

- PROS:
- Single entry point for end user for all problems
 - GGUS can (will?) have 24/7 availability
 - technical infrastructure for ticket system
 - call center like approach
 - CMS problem will be just forwarded to proper experts/support, provided the correct expert can be identified in GGUS
- CONS:
- Need CMS manpower (experts) **in** GGUS
 - Additional layer between user and expert
 - Can become fairly complex wrt simple mailing list: will people use it? See Savannah today
- NEED:
- CMS expert(s) inside GGUS



Summary

- Possible workflow for CMS-Grid user support presented;
 - **IMHO** CMS support should stay within CMS (first solution);
 - **need to establish coordination with GGUS for CMS-Grid problems**
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- - ▶ What is the choice of other LHC, running, past experiments?
 - ▶ **Technical infrastructure can (should) be shared *savannah***
 - ▶ Advanced and high quality browsing capabilities would help a lot! (Google?)
 - ▶ Good example is `root` support: in 99% of the cases your problem has been already found (and solved) by other. You just need to find the solution.

