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## **1 Introduction**

The purpose of TEAM tickets is to allow all team members to modify all tickets of their team although they may not have support access and they do not have submitted the ticket themselves.

## **2 Basic requirements for team tickets**

Team tickets can only be submitted by people who have the appropriate permissions in the GGUS user database. These people belong to one of the four LHC VOs Alice, Atlas, Cms or Lhcb and are member of the particular VO team. They are expected to have experience and not to be just any member of the VO. The team members are registered in the GGUS user database with the special permissions for submitting team tickets. They are authenticated by their certificate.

Details on how to submit a team ticket are described in chapter 3.1 Team ticket submission.

### 3 Technical description

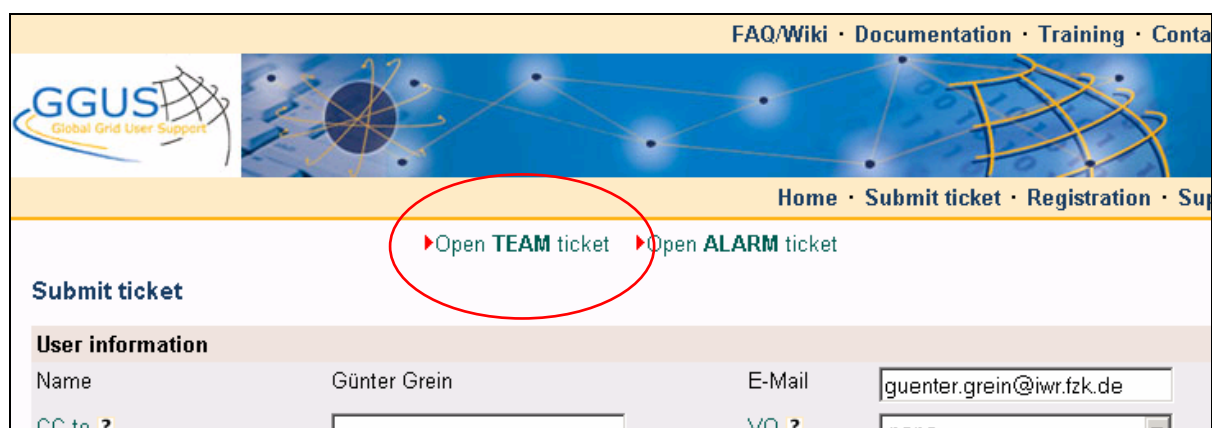
This chapter describes the workflows of team tickets from a technical point of view. The basic conditions like permissions for team tickets are already described in chapter 2 Basic requirements for team tickets.

#### 3.1 Team ticket submission

Team tickets can either be submitted using the GGUS web portal or sending an email in a specific format to GGUS. Both ways are described in the next paragraphs.

##### 3.1.1 Submit using the web portal

On top of the ticket submit form in GGUS web portal [<https://gus.fzk.de/pages/ticket.php>] there is a link to the submit form for team tickets [see Figure 1].



**Figure 1 Link to the team ticket submit form in GGUS portal**

As team ticket submitters are expected to be experts who will hopefully provide all necessary information, the number of fields on the team ticket submit form is reduced to a minimum, compared to the number of fields on the user ticket submit form [see Figure 2]. Three fields on this form are mandatory:

- Short description,
- MoU Area,
- Affected Site.

All other fields are optional.

Submit TEAM ticket			
<b>User information</b>			
Name	Günter Grein	E-Mail	guenter.grein@iwr.fzk.de
CC to ?	<input type="text"/>	VO ?	none
Notification mode ?	<input type="radio"/> on every change <input checked="" type="radio"/> on solution		
<b>Problem information</b>			
Date / Time of Problem	2008 - 09 - 01 / 13 : 39 UTC		
Short description (required)	<input type="text"/>		
Describe your problem providing the information listed here ?	<input type="text"/>		
MoU Area	... select below ...		
Affected Site	please select a site		
<input type="button" value="Submit"/>			

Figure 2 Submit form for team tickets in GGUS portal

### 3.1.2 Submit via email

For submitting a team ticket via email the incoming mail has to meet several requirements:

- It must be signed with a certificate,
- It must use a specific template.

Emails for team tickets have to be sent to [helpdesk@ggus.org](mailto:helpdesk@ggus.org). Every mail sent to this mailbox is parsed automatically. First the mail parser checks the mail body for the usage of the appropriate mail template. In a second step the certificate is checked for validity. If both, the mail body and the certificate are correct, the mail parser checks the submitter permissions. After all these checks are finished successfully, the mail parser creates a team ticket in the GGUS system. The template for team emails is shown in Figure 3.

Besides field “::Description:” all empty fields are mandatory and have to be filled with content. The fields with pre-filled content are static and must not be changed.

Mails that do not achieve the requirements for team tickets are treated as simple user mails.

```
::Schema:: Grid:HelpDesk20080529NEWTEAM
```

```
::Key:: 5fP8ERD20
```

```
::Affected_Site::
```

```
::Affected_VO::
```

```
::Short_Description::
```

```
::Description::
```

```
::Priority::
```

```
::Status:: assigned
```

```
::Ticket_Type:: TEAM
::Ticket_Update_Mode:: Team
::Notification_Recipients:: Team
::Carbon_Copy::
::Submitter_DN::
::END::
```

**Figure 3 Template for submitting team tickets**

## **3.2 Team ticket processing**

The processing of a team ticket consists of two main parts, the notification of the affected tier 1 site and the routing of the ticket to the ROC the tier 1 site belongs to.

### **3.2.1 Tier 1 site notification**

In parallel to the creation of a team ticket the GGUS system sends an email notification directly to the tier 1 site specified in field “Affected Site”. This email is sent to a specific site contact mail address. The site contact mail addresses are documented at <https://twiki.cern.ch/twiki/bin/view/LCG/TierOneContactDetails>.

The team mail looks like shown in Figure 4.

```

*****
TEAM TICKET TEAM TICKET TEAM TICKET TEAM TICKET TEAM
*****

This is an automated mail to inform you about an TEAM TICKET assigned to you.
When replying do not change the subject line.
Type your text above this box and S T R I P P R E V I O U S M A I L S please!!
*****

Dear support staff,

TEAM TICKET #00000000 for site ABCD-T1 is assigned to you.

Reference Link : https://gus.fzk.de/ws/ticket_info.php?ticket=00000000
Status : assigned
Ticket-ID : 00000000
Short description: This is the mandatory short description.
Description : This is the optional detailed description.
Affected site : ABCD-T1
Affected VO : cms
MoU Area :
Priority : urgent
Type of Problem : Other
Submitter : Example, Paul
Submitter DN : /O=GermanGrid/OU=FZK/CN=Paul Example
Last Modifier : Example, Paul

```

**Figure 4 Team notification mail example**

### 3.2.2 Ticket routing

Team tickets are bypassing the TPMs and routed to the appropriate ROCs automatically. The decision to which ROC a ticket has to be routed is done automatically, based on the value of the “Affected Site” field. Currently the system allows the tier 1 site names from GOC DB as well as the tier 1 site names used by LCG. A list of all the tier 1 site names is available in Table 1.

LCG tier 1site name	GOC DB tier 1 site name
CA-TRIUMF	TRIUMF-LCG2
CH-CERN	CERN-PROD
DE-KIT	FZK-LCG2
ES-PIC	pic
FR-CCIN2P3	IN2P3-CC
IT-INFN-CNAF	INFN-T1
NDGF	NDGF-T1
NL-T1	NIKHEF
	SARA-MATRIX
TW-ASGC	Taiwan-LCG2
UK-T1-RAL	RAL-LCG2
US-FNAL-CMS	USCMS-FNAL-WC1
US-T1-BNL	BNL-LCG2

**Table 1 Tier 1 site names for team tickets**

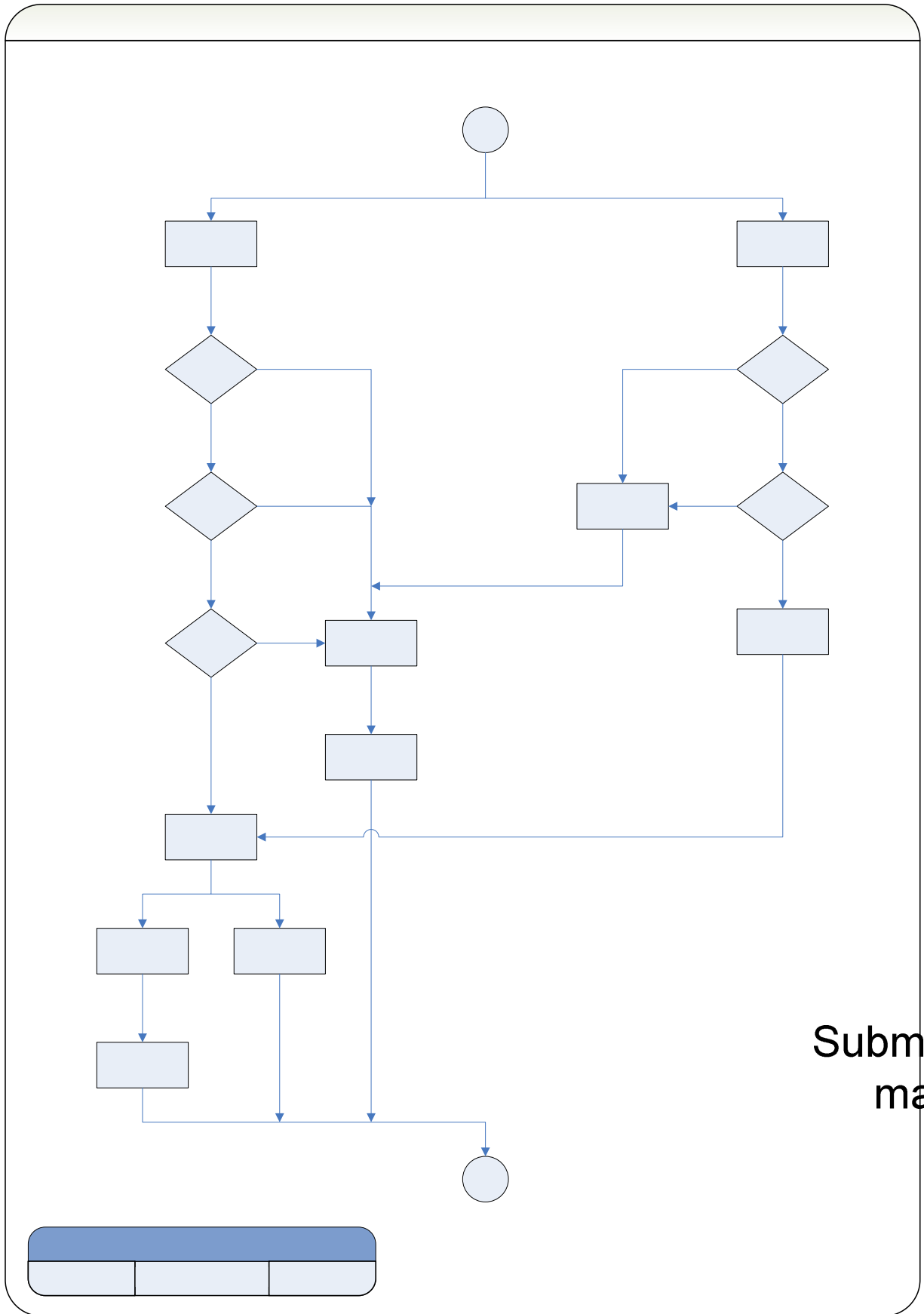


Figure 5 Workflow diagram for team tickets

### **3.2.3 Working on team tickets and team ticket resolving**

For working on team tickets and resolving please use the GGUS portal. A reference link to the team ticket is given in the team notification mail [Figure 4].

## 4 References

<https://twiki.cern.ch/twiki/bin/view/LCG/TierOneContactDetails>

[https://gus.fzk.de/pages/ggus-docs/list.php?dir=./documentation/pdf/1510\\_FAQ\\_for\\_team\\_tickets.pdf](https://gus.fzk.de/pages/ggus-docs/list.php?dir=./documentation/pdf/1510_FAQ_for_team_tickets.pdf)