

perfSONAR (perfSONAR UI) - Problem-to-Solution (adelvaux@man.poznan.pl, rade@rcub.bg.ac.rs)

1. Who is the main point of contact for technical issues?

E.g. Whom and how should customer contact in order to file a issue?

perfSONAR international collaboration

- Support request: perfsonar-user@internet2.edu mailing list
- Bug report: opening a issue on <http://github.com/perfsonar/>

perfSONAR Consultancy

- PSSUPPORT Service Desk through GÉANT Jira.

2. Is there a person or team in charge of managing all inbound and outbound requests?

E.g. Receives customer request, does appropriate action, responds to customer, etc.

perfSONAR international collaboration

- There is a rotation of two on-duty developers to answer Support Requests coming through the perfsonar-user mailing. The on duty schedule is agreed between the 4 international partners.
- Bug reports on github are usually managed by the global development team as a whole.

perfSONAR Consultancy

- PSSUPPORT Service Desk manager (in GÉANT Jira).

3. How are service user issues handled?

E.g. A formal procedure involving digital or paper trace regarding issues like ticketing system, etc.

perfSONAR international collaboration

- Bug reports are traced through github issues on <http://github.com/perfsonar/>

perfSONAR consultancy

- Service Desk issues go through GÉANT Jira under the project category PSSUPPORT.

4. Can the problem report creation be initiated without service user issue?

E.g. As a result of analysis of failure detection or service degradation which may be impacting service user.

perfSONAR international collaboration

- Yes, when seen by the developers.

perfSONAR consultancy

- Any perfSONAR expert involved in the consultancy service can create a problem report.

5. Is there a person or team in charge of service user problem isolation?

Performing basic diagnostics, verifying that the service user is using the service correctly, etc.

Describe this process.

perfSONAR international collaboration

- The on-duty support developers on the perfsonar-user mailing list ask specific questions to the requester in order to identify the problem.

perfSONAR consultancy

- Each problem need to be treated distinctly.

6. Is there a person or team in charge of requesting service restoration to a normal

operational state?

E.g. Requesting service management operational support to restore the service or requesting educational interaction with the user to ensure the correct usage of the service.

perfSONAR international collaboration

- The on-duty support developers on the perfsonar-user mailing list try to explain the user how to restore the service.
- General training on the perfSONAR tools is provided through some ad-hoc events or in major conferences.

perfSONAR consultancy

- N/A as the consultancy doesn't really have an operational state.
- The Service Desk manager is in charge of asking GÉANT IT to restore service operations for the services running on GÉANT IT systems.

7. How is the customer (service user) problem report status being monitored?

E.g. Is there someone in charge of monitoring problem resolution and ensuring that recovery activities are assigned, tracked or escalated.

perfSONAR international collaboration

- Through the weekly developer calls where unsolved requests can be discussed.

perfSONAR consultancy

- The Service Desk manager should be in charge of this monitoring.

8. How is the root cause of the problem identified?

E.g. Is there a person or team in charge of checking service configuration, running test against the specific service, starting audits of the service, etc.

perfSONAR international collaboration

- This is discussed on the perfsonar-user or perfsonar-developer mailing lists or discussed at the weekly developer calls.

perfSONAR consultancy

- The Service Desk manager should be in charge of identifying this or escalating to the global perfSONAR developers team.

9. Is there a person or team in charge of restoring a service to a normal operational state?

E.g. Reconfiguration of the service parameters, invocation of other processes in case of restoration failure, etc.

perfSONAR international collaboration

- The on-duty support developers on the perfsonar-user mailing list with help of other developers when needed.

perfSONAR consultancy

- N/A as the consultancy doesn't really have an operational state.
- GÉANT IT is in charge of restoring service operations for the services running on GÉANT IT systems (SLS).

10. If the service problem is linked with underlying resources, is there a person in charge of identifying the root cause of resource problem?

E.g. Performing diagnostics and tests on underlying resources and verifying that their configuration matches the appropriate service.

perfSONAR international collaboration

- N/A as resources are not needed for the support request or bug reports.

perfSONAR consultancy

- GÉANT IT is in charge of operating the service (SLS) and so looking at resources.

11. In case that failed resources have been detected, is there a person in charge of replacing or repairing them?

E.g. Managing redundant resources, hot standby etc. Describe this process.

perfSONAR international collaboration

- N/A as resources are not needed for the support request or bug reports.

perfSONAR consultancy

- GÉANT IT is in charge of operating the service (SLS) and so looking at resources.

12. Is there a person or team in charge of tracking the supplier/partner problem resolution?

E.g. If there are resources needed to be repaired or replaced, is there someone to ensure that supplier of the resource or partner in charge of repairing are being assigned and coordinated?

perfSONAR international collaboration

- Each developer that is delegating a task to another partner or to a supplier.

perfSONAR consultancy

- The Service Desk manager should track GÉANT IT actions.

13. How are other processes informed when the supplier/partner has resolved the issue with failed resources.

E.g. Is there a person in charge of providing notification and management reports to other processes?

perfSONAR international collaboration

- Each developer that is delegating a task to another partner or to a supplier should inform the global development team at the weekly meetings or through the perfsonar-developer mailing list.

perfSONAR consultancy

- The Service Desk manager should report back and inform the other perfSONAR experts involved (if any).

14. Is there a person or team in charge of continuously monitoring the status of service trouble reports?

E.g. Someone who will manage notifications to other involved parties like Service Quality Management, QoS/SLA Management, etc.

perfSONAR international collaboration

- All the developers at the weekly developer calls are in charge of doing that (global team).

perfSONAR consultancy

- The Service Desk manager should be in charge of this monitoring.

15. Is there a person or team in charge of ensuring that the service user problem is solved?

E.g. Someone who is contacting the service user to inquire about the users's satisfaction with resolution of the problem.

perfSONAR international collaboration

- All the developers at the weekly developer calls are in charge of doing that (global team).

perfSONAR consultancy

- The Service Desk manager should be in charge of this.