The background is a collage of four quadrants. The top-left quadrant shows a stack of papers on a purple background. The top-right quadrant shows a clock face on a pink background. The bottom-left quadrant shows a stack of papers on a green background. The bottom-right quadrant shows a clock face on a yellow background.

Computing Division Helpdesk Activity Report

Rick Thies
May 23, 2006



DOE Certificate RA's

- Helpdesk staff are Grid Registration Authorities (RA's) and approve DOE Grid Certificate requests for FNAL and portions of PPDG.
- Approval process for each request is usually ~5 minutes pending on how many databases need to be searched.
- Some requests for experiments (i.e. CDF and Dzero) are sent to a local mail list may take a few days for a responses.
- As RA's share the PPDG affiliation, some portion of requests are delayed where a Helpdesk RA is expecting another PPDG RA to pick-up the request. These are usually sorted with email.



DOE Certificate RA's

- Helpdesk has seen 1,165 requests come via mail this calendar year through the DOE Grid ESNet process.
- Our Helpdesk group has acted on 256 (22%) of these requests.
- The Grid affiliation PPDG along with a few others are being phased out.
- The replacement acronym being planed for production by July is OSG.
- Rick is reviewing draft policy with Doug Olson, to understand affect of changes.
 - I expect this will enhance our process as Grid Support Centers will be added to requests.



OSG Support Center

- In the OSG world, CD Helpdesk is listed as contact for several support centers.
- FermiGrid and USCMS support centers have been active for sometime.
- SDSS, CDF and DZero support centers are just getting started.
- The FermiGrid support centers have other groups that triage and fix problems.
- The Helpdesk is the routing mechanism.
- Through Remedy automation Rick has setup the assignment of problems to the support centers within the FermiGrid and USCMS.
- Other than Grid certificate approvals, Helpdesk staff to date are quite immune to Grid issues.



OSG Support Center

- There has been activity creating Remedy accounts and training for people at FNAL and ~9 universities.
- These people are working with tickets relating to Grid issues.
- Most recently trained people are Shaowen Wang and company at the University of Iowa, working with USCMS.
- Others that have been trained range from Caltech to MIT and University of Wisconsin to University of Florida.
- In 2005 there were 89 Remedy Grid tickets.
- To date (5/19/06) there have already been 139 tickets.

OSG Support Center

- Remedy (FNAL) and FootPrints (OSG) activity.
 - Last year the first phase of pushing our Remedy tickets to the OSG FootPrints tracking software was completed.
 - May 2006 the first version was completed where tickets from either software are pushed to create, update and resolve tickets in both directions.





Tel*Assist Answering Service

- Tel*Assist has been serving after hour's Helpdesk calls for 22 months.
- 279 Remedy tickets have been created having to do with after hour's calls.
- About 66% of these tickets have been legitimate calls.
- Average 12 calls a month.
- Occasional problems having a high impact with work like an off site fiber cable being cut cause many calls bunched in one time period.
- Though many of these calls have gone well, those that don't rise up and cause flurries of extra work.



Tel*Assist Answering Service

- Nearly completed is a major re-write of this process to improve on the calling out what is supported and is expected to reduce troubles clients have had.
- A web page with useful information about the process will be marketed in an attempt to enable people to leverage the service with a higher rate of success.
 - Client will need to provide their Fermi ID number where the service will verify name and phone.
 - List of common elements that are and are not supported.
 - List of off hour's Keywords.



Tel*Assist Answering Service

- Other Enhancements with new after hour's process
 - Clients will no longer listen to extensive phone messages.
 - Clients will only need to call 2345 and press 2 (*Options for CD staff off hour's are separated*).
 - Tel*Assist agent receiving call will always create Remedy ticket giving client the number as call concludes. (*current model agent taking call passes data to another agent who cuts the ticket*)



Tel*Assist Answering Service

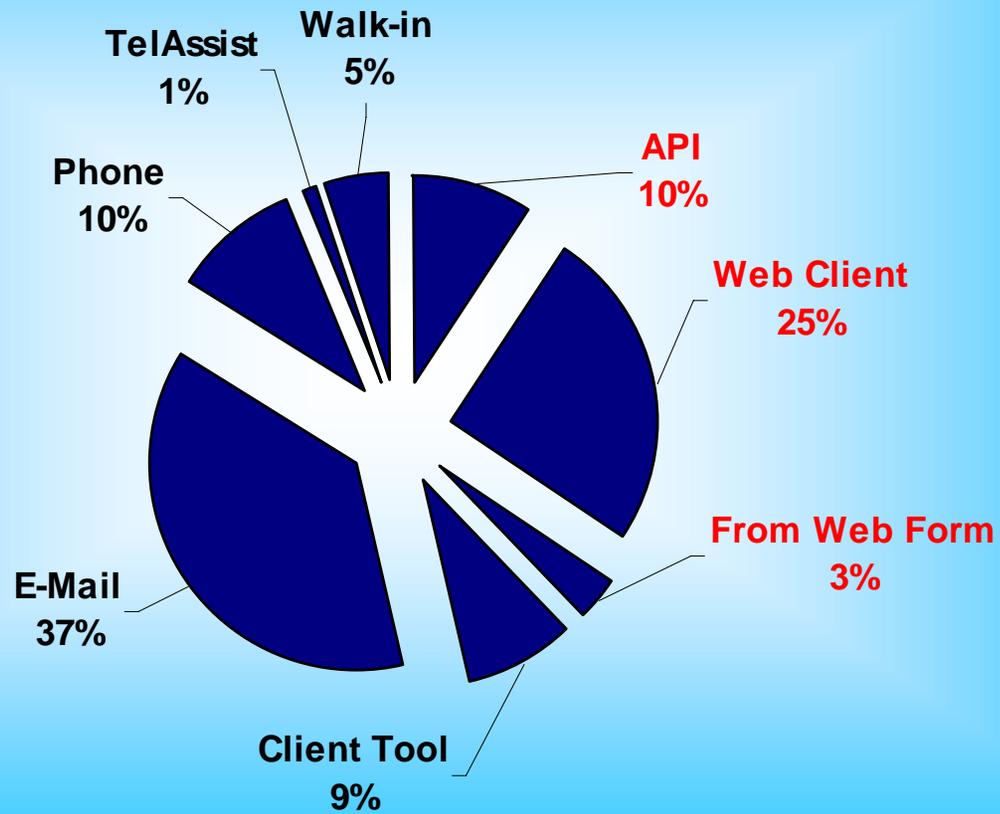
- Exceptions for ticket number will be delayed when Helpdesk is called to interact.
- Either way client receives email notification with ticket number.

CD Staff

- Separate web pages with off hours information will be posted
- Off hour's phone options for CD are separated from client issues.

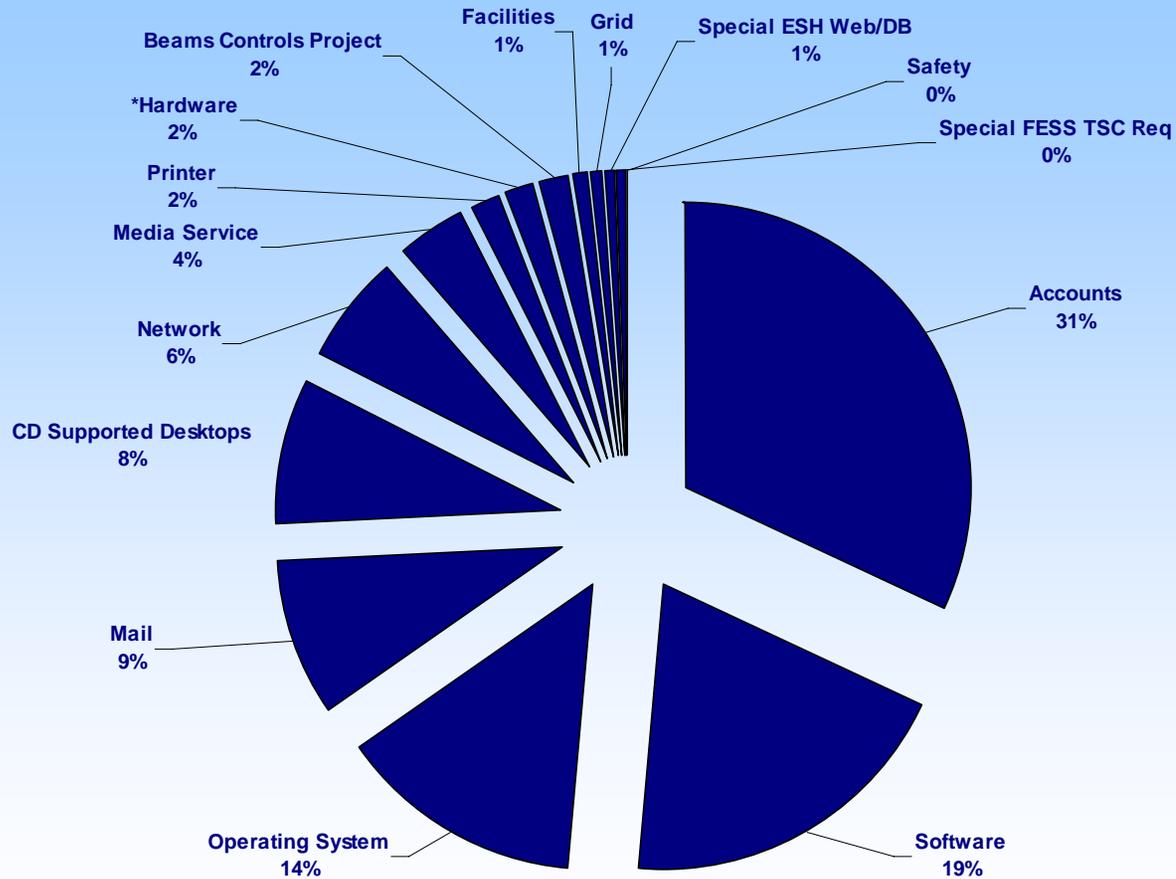
Remedy Metrics 2005

Methodology used to Create 15,860 Remedy Tickets - 2005
(Red Indicates tickets created through automation.)



Remedy Metrics 2005

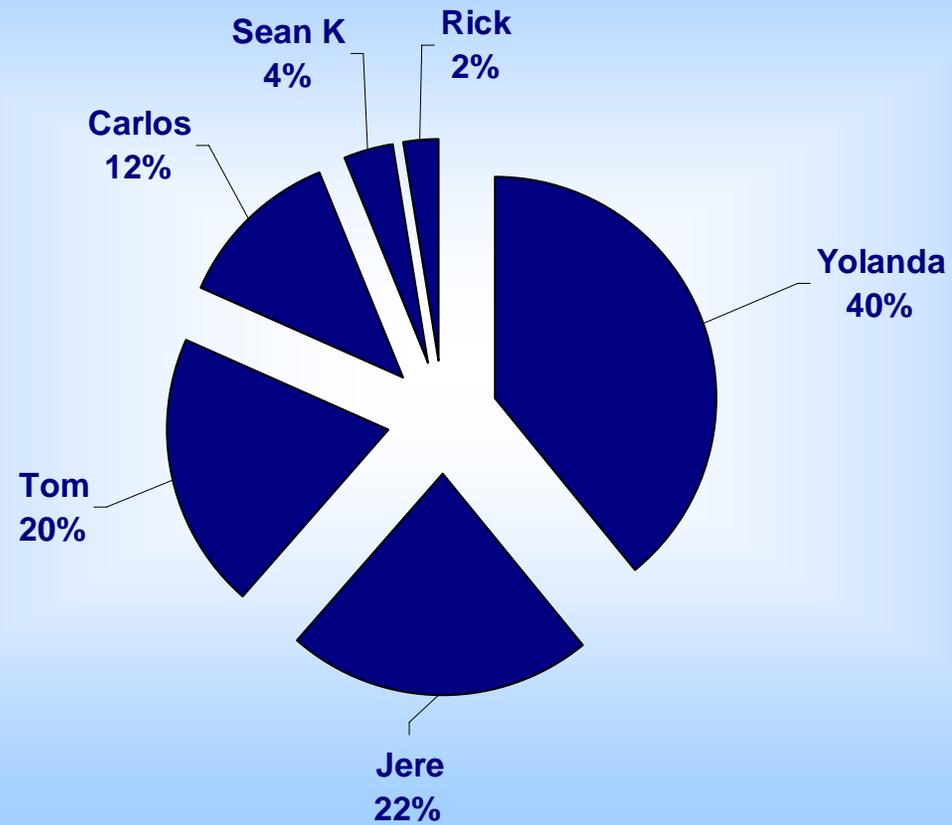
Remedy Tickets 15,860 Assigned by Category 2005



* Note - Remedy Hardware not associated with Milsjob hardware services.

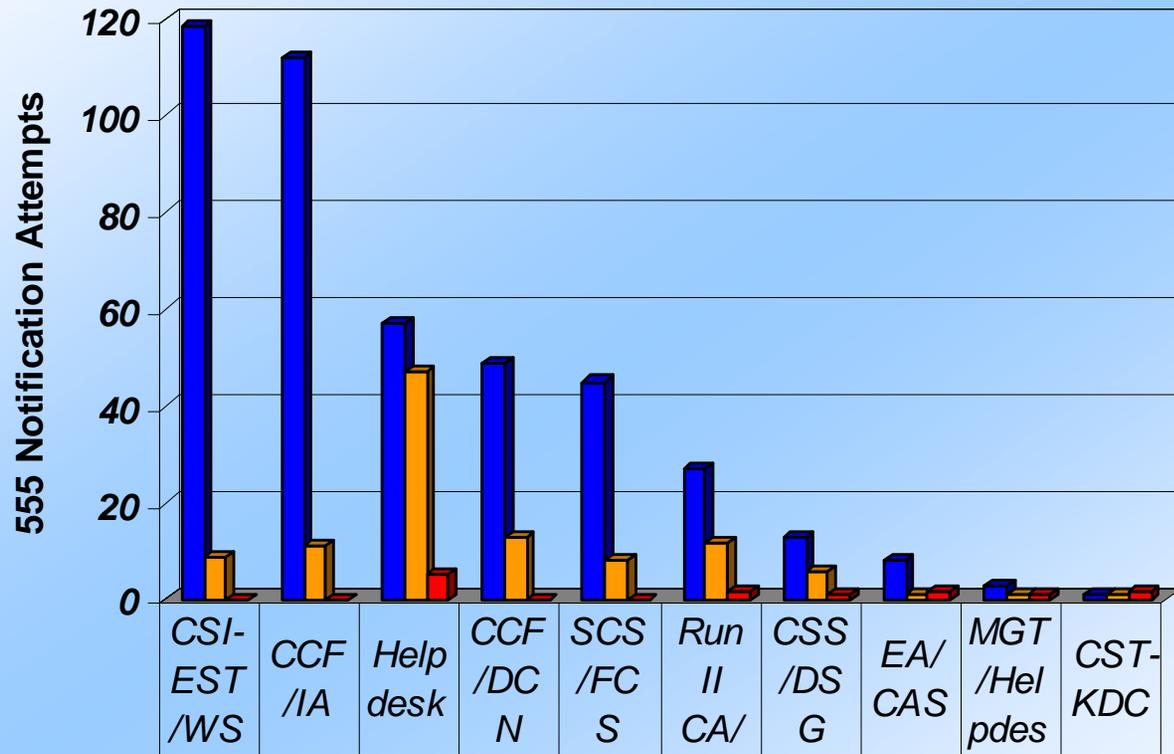
Remedy/Misjob Metrics 2005

CD Helpdesk Staff Remedy/Misjob 9,086 Tickets 2005



Remedy Metrics 2005

Remedy Off Hour's Notifications (Pages) 2005



■ Primary	118	112	57	49	45	27	13	8	3	1
■ Secondary	9	11	47	13	8	12	6	1	1	1
■ Tertiary	0	0	5	0	0	2	1	2	1	2



Goals Not Obtained *(Yet!)*

- BCM400 Helpdesk phone switch
 - Setup web server for reports
 - Get Unified Messaging to run again
- Telalert expansion with phones
- Review/search for pager replacements

Helping The Helpdesk

- Remedy and other manual tasks consume work cycles
 - Staff spends a lot of time cutting & pasting data
 - Maintaining Remedy forms for systems, pager schedules and staff changes.
 - Client and CD staff email
 - Accounts (Kerberos, mail, windows, crypto cards, etc.)
 - Validating individuals
 - Verifying and entering Database information and forms to complete new accounts
 - Databases & forms accessed & updated for accounts CNAS, UserDB, Crypto Card Excel spreadsheet, CMS special principle, etc.



Helping The Helpdesk

- Remote Account Request Form
 - This process is tightly tied to Users Office due with ID #'s.
 - This added cycles to helpdesk work where there was previously no involvement.
- Hardware Service
 - Additional time used when Misjob data is not up to date
 - Waiting on task numbers, location, serial numbers, etc.
 - Checking system warranties
- Keeping NGOP/Remedy in sync





Helping The Helpdesk *Possible Remedies*

■ Remedy

- Leverage all CD staff to use forms
- Have client email replies directly update tickets
- Revamp Remote account request form
- Process to automate and have system administrators maintain systems, pager schedules and staff changes
- Complete TelAlert project to leverage phones instead of pagers
 - SDSS, CDF and others are waiting



Helping The Helpdesk *Possible Remedies*

- Accounts (Kerberos, mail, windows, crypto cards, etc.)
 - Develop plan to automate process
 - Pre-certify clients have accounts available when clients start
- Hardware Service call automation (*project development is underway*)