EOSC Monitoring Interoperability Guidelines 16 November 2022

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EOSC Monitoring Service

EOSC Monitoring Service is trying to emulate the user behaviour and constantly monitor the Services to provide:



- Real time status reports
- Availability and reliability reports
- Real time alerts



EOSC Monitoring





EOSC Core Monitoring

https://eosccore.ui.argo.grnet.gr/

EOSC Exchange Monitoring:

https://argo.eosc-portal.eu/

Monitor an Onboarded Service (central one)

 $\dot{\diamond}$



https://argo.eosc-portal.eu/

Monitor an Infrastructure (community)

ogje 👳



Community Instance

Integrate External Monitoring service

argo

 \hat{b}

Predefined data



Instance

argo

 \hat{b}

MarketplaceProviders Portal



EOSC-Exchange Monitoring

Concrete example of already achieved integration

https://argo.eosc-portal.eu/eosc/Default/metrics/eosc.webodv.api

ogje 👳

 Dashboard 	Home / Metrics					
₩ Reports <	Report: Default					
🗠 Trends 🛛 <	Metric: eosc.webodv.api					
🥪 Status	1 groups - 1 checks					
🕈 Issues	Image: search webody.api Image: search w					
👶 Metrics						
🔅 Profile Details	online_extraction_analysis_and					
≻_ Console	_visualization_of_seadatanet_an d_argo_data					
ABOUT ARGO	webody-egi-ace.cloud.ba.infn.it eu.eosc.webody 2022-11-14T22:01:35Z					
🗐 UI Documentation						
ARGO Documentation						
ISI Terms of Use						
staticy Cookie Policy						
Privacy Policy						

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Monitoring References

- Monitoring documentation
 - <u>https://argoeu.github.io/argo-monitoring/docs/intro</u>
 - https://wiki.eoscfuture.eu/display/PUBLIC/Monitoring+Architecture+and+Interoperab ility+Guidelines
- Monitoring guide for Service Providers:
 - https://argoeu.github.io/argo-monitoring/docs/monitoring/SP_guide
- Reports documentation:
 - https://argoeu.github.io/argo-monitoring/docs/reports/timelines & ar
- EOSC Monitoring: Architecture and Interoperability Guidelines
 - https://doi.org/10.5281/zenodo.7118590





The EOSC Helpdesk: Architecture and Interoperability Guidelines

16 November 2022 Pavel Weber (KIT)

















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Helpdesk Interoperability Guidelines

- Helpdesk Interoperability Guidelines aim to provide:
 - Description of Helpdesk Architecture
 - Description of Helpdesk functions and capabilities
 - Different Integration options and scenarios according to the needs of Provider
 - Description of Helpdesk Interfaces
 - Set of instructions to enable interoperability/integration for services of EOSC Providers
- Zenodo record: <u>https://zenodo.org/record/7308617</u>

Helpdesk Architecture

- Helpdesk components
 - Submission modules
 - Helpdesk Back Office
 - Knowledge Base
 - Community Portals
- Architecture enables integration options for the communities
- Integration with Community Helpdesks via REST API



EOSC Helpdesk: High-level Architecture

Integration Options for Provider

Three main integration options for Providers:

- Direct usage (as-a-service):
 - Support group or multiple groups
 - Implementation of custom workflows
 Use case: CESSDA
- Ticket redirection:
 - EOSC Helpdesk just a contact point which redirects tickets to provider's mailing list or ticket system

Use case: EUDAT

Use case: EGI GGUS

- Full integration
 - Bidirectional synchronization of tickets in EOSC and provider's helpdesk
 Prerequisite: provider's helpdesk API in place



Helpdesk Interoperability

- To achieve the interoperability with Helpdesk is a complex task
- Different layers of interoperability (EOSC Interoperability Framework (v1.0)):
 - Technical interoperability (information exchange between application)
 - Semantic interoperability (data shared meaning)
 - Organisational interoperability (align business processes, responsibilities etc.)
 - Legal interoperability
- All layers of interoperability to be considered for integration with Helpdesk, especially Organisational Interoperability
- The main focus of the current Helpdesk IG is technical interoperability

Organisational interoperability - is not about to request the providers to align their processes with EOSC Helpdesk (ISRM), but to adjust Helpdesk configuration and workflows in order to meet the requirements of the providers.

Why to integrate/interoperate with EOSC Helpdesk?

Typical initial situation:

- Small provider/organization
 - Small group
 - 1 service
 - 1 mailing list
 - Resources are limited

• Big organization

- Multiple groups and divisions
- Multiple services or infrastructures
- Helpdesk system in place



Why to integrate/interoperate with EOSC Helpdesk?

• Small provider/organization benefits:

- Provide self-service for the users (spare resources)
- More professional delivery of the service and scale up support
- No need to run own helpdesk
- Big organization benefits:
 - Instant interaction with other EOSC players
 - Wider audience, more users
 - Avoid working in silo



Integration Options: 1. Helpdesk as-a-Service

- Dedicated area to manage tickets
- Minimal effort for technological interoperability
 - The technology is in place
 - Need to define submission method/s
 - Dedicated Mailbox to be connected with Helpdesk
- Maximum effort for organisational interoperability
 - Roles, access rights, visibility
 - Ticket management workflows
 - Automatic submission, replying format etc.
 - Notification scheme
 - Ticket states and their meaning
 - Escalation procedure
 - SLA definitions (First Response Time etc.)



Integration Options: 2. Ticket Redirection

- Most simple integration option touches:
 - Semantic interoperability
- Tickets submitted to EOSC Helpdesk are redirected to Provider's helpdesk or mailing list.
- A few configuration parameters to define:
 - Store tickets in EOSC Helpdesk
 - Bypass L1 support
 - Information to be transmitted to destination helpdesk of provider
 - Format of the message
 - User Email
 - User Name
 - Reply to user that the ticket is sent to another provider



Integration Options: 3. Full Integration

• Most challenging in terms of **technical interoperability**

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• **Minimum** organisational interoperability - no need to adopt Helpdesk to the provider's management processes which happen in provider's helpdesk

		E	xample				
GUS	GGUS - the Helpdesk		· ·				
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Submit ticket	159010 Cms Possible bad node Sector Access Detector	GGUS Info	 test for EUDAT. 	EOSC TCB 7	O 20220516890003	rea/write access to the Dashboard	closed
Support staff	159009 none Re: [EGI Marketplace-support] Integration of EGI 159007 none Re: [EGI Marketplace-support] Integration of EGI 159007 none opensaml::FatalProfileException with VITO OIDC	Documentation	• test for EODAT	EOSC Topology for Core Services 0	O 20220511890011	test, please ignore	closed
	159006 cms SAM tests failing at 12 ES IFCA 159005 atlas Deletion timeouts at WT2	How do't get support privileges? How to update your GGUS account		My Replacement Tickets 0	O 20220511890010	test after switching mail back to ki	closed
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	158994 none [EGI Marketplace-support] Integration of EGI 158993 lhcb Output network limitation ?	GGUS ticket search	Evample of user request	Open Tickets 47	O 20220510890007	test functions after update, please	closed
	Show all open tickets		 Integration of EOSC Nordic servi 	Unassigned & Open Tickets 30	O 20220509890017	test mail for EPOT team 3	closed
			• Integration of EOSC Nordic servi	My Subscribed Tickets 34	O 20220509890016	New mailbox for EPOT team 2	closed

bi-directional synchronization

Integration Options: Full Integration with GGUS

GGUS Integration with EOSC Helpdesk in production

New group in EOSC Helpdesk: Incident EGI GGUS Support Ticket assigned to GGUS Support triggers creation of the same ticket in GGUS Synchronization of: ∧ split 09/07/2022 Public fields \cap

- moved to another group
- Closure of ticket stops synchronisation



Outlook

- Communities: EOSC Future, CESSDA, C-SCALE (implementation), ESCAPE Projects (implementation), 3DBioNotes (implementation)
- Include more communities and providers
- Further customization of the Helpdesk according to requirements of EOSC Communities
- Updates of Interoperability Guidelines according to further development





Thank you pavel.weber@kit.edu

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