

# User Support Progress

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# RT - Tickets Report - Year 2006

Sl. No	Status of the Ticket	GDeployment	Netops
1	Resolved	473	54
2	Rejected	22	5
3	Stalled	Nil	Nil
4	Open	1	Nil
5	New	Nil	Nil
Total No. of Tickets		496	59
Pending tickets as on 31.12.2006		1	Nil



# RT Tickets Report - Year 2007

Sl. No	Status of the Ticket	GDeployment	Netops
1	Resolved	735	20
2	Rejected	3	Nil
3	Stalled	4	1
4	Open	10	1
5	New	4	Nil
Total No. of Tickets		756	22
Pending tickets as on 31.12.2007		14	1



# RT Tickets Report

- On an average we are receiving 500 Tickets/queries per year.
- Around 450 tickets we are resolving.
- Will get largely of Grid Account user creation.
- Queries regarding Grid Usage.



# RT Tickets Report

- If the ticket is not solved in 48 hours, an alert will be sent to the responsible team co-ordinator or Team Lead.
- The GOC will see to the ticket that it will be resolved within 3 working days.
- Still further if it is not resolved, then it will be taken up in the Weekly GOC meeting



# GOC Meeting

- Goc will be meeting weekly once for taking updates of the Grid Activities like, tickets solved, pending, bandwidth utilization, cluster utilization etc.,
- If any Tickets could not be resolved in the previous week will be taken up and proper instructions will be given to the administrators to solve the issue and intimate the same to the user.
- If it is a management issue, then it will be escalated to the higher authorities.



# Partners Feedback

Rating – Good

- It would be better to have the job submission through command line rather than web browser.
- In case of multiple output files, it would be difficult to Get the data.
- Mr. Vikas T Kashid (University of Pune, Pune)

Rating – Excellent

- Wishing to continue the support of Garuda team
- Mr. Surendran (MIT, Chennai)



# Partners Feedback

Rating - Good

1. Data transfer rate is too slow compared to the rated link speed. (say for 100mbps link, I am getting only 500kbps data transfer rate using SCP). We require special data transfer program in which the efficiency should be increased because our application requires transfer of huge volume of data (4-10 GB).
2. A detailed user manual should be published for application development for different architecture, deployment in Garuda Grid.

-Mr. V Manavala Ramanujam ( SAC, Ahmedabad)



# Partners Feedback

- We also got feedback at 3<sup>rd</sup> DAG 07(JNU, Delhi) workshop.
  - Online documentation for Grid Usage.
  - Tips and Tricks to use GARUDA Components.



# Online Documentation

- GARUDA has published online documentation for Grid Users.

<http://gridsupport.garudaindia.in/wordpress>

It covers following information.

- How to register for GARUDA grid certificate ?
- How to access GARUDA Grid Portal ?
- How to access GARUDA via shell ?
- How to submit jobs using Globus ?
- How to submit jobs using MOAB Scheduler ?
- How to report problems ?

It will updated regularly.... For other GARUDA Tools also.

# GOC @ 3 more places

- In order to provide better & faster support, GARUDA management has decided to setup GOC centers @ CDAC HYD, Delhi & Pune.



# Thank You