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WORKSHOP SUMMARY

General points

- SLAs
  - Many examples and suggestions
  - Need to implement a few simple cases that can be easily measured and understood
  - Need an SLA discussion document soon
- Monitoring
  - Going in the right direction – expect concrete improvements very quickly

Middleware releases

- Middleware release schedule – too frequent
- But what is better?
  - Separate patch releases from functional changes
  - Perhaps not all patch updates should be pushed to production immediately
- Need better information/warning on major configuration changes
- High priority updates should be only those components affected
- Too much "insider knowledge" is only on the roll-out list (is this true?) – or very hard to find

Releases ...

- Release should not contain services not intended for general deployment
  - (FTS 2.0, gLite CE!)
- Release notes miss things that will impact production services and how they are run

- Big changes coming with job priority implementations
  - VOViews, etc. Full explanations needed.

Points

- Documentation!
  - Need an operations manual
  - Need better descriptions of middleware (but not 200 pages)
  - Simpler ways to access/find existing information
- ➜ time to implement (more of) the checklist?
  - Documentation with updates to software
  - Updated sensors with software updates

Service management

- Not much progress towards making services easier to manage
  - Transparency of service interruptions (?)
  - Need to document what can already be done
  - request for better mw logging (both quantity, quality and standard location)

P-PS

- Need a better testing strategy –
  - Not finding the problems
  - Applications do not (and never will) do it for us
- Run tests as real VOs
- Gather test suites – stress and VO tests
- Allow PPS to fail!
  - Do not focus on perfect SAM tests – things need to be broken

User support

- GGUS is working – but does not have a good reputation (getting better)
  - Need to improve the image
- Rollout list vs tickets → place for both
  - Can the mail list be used as a resource from GGUS

Operations support

- COD shifts very useful to sites: ~20% of site problems found and reported by them, useful hints to solve problem.

- For the future, we need to think about how to lower effort we put into operations through automation.

General points

- Not always possible to wait for someone else to change/fix things
  - Take responsibility – make your life better
    - But do it for the community …