Objet	CIC-on-duty COD16meeting

Date:	2008/06/16 14h00 -- 2008/06/16 13h00
Location:	202, IN2P3-CC

Participants	23
Taiwan/ASGC	---
Russia	---
France	Cyril L'Orphelin (CO); Osman Aidel (OA)
Italy	Alessandro Cavalli (AC)
Cern	Nick Thackray (NT); Konstantin Skaburskas (KS)
UKI	Gilles Mathieu (GM); William Bell (WB)
Central Europe	Marcin Radecki (MR); Malgorzata Krakowian (MK)
S-E Europe	Emanouil Antanassov (EA); MariyaDurchova (MD)
DE-CH	Clemens Koerdt (CK), Dimitri Nielsen (DN); Sergio Mafioletti (SM)
SWE	Kai Neuffer (KN) ; Rodriguez Espadamala (RE)
NE	Vera Hansper (VH), Luuk Uljee (LU)
GOC DB	Gilles Mathieu (GM);
GGUS	Helmut Dres (GG)
TCG Sites Reps	Daniele Cesini (DC);
ENOC	Guillaume Cessieux (GC)
Chairpersons	Hélène Cordier (HC)

> **Agenda: COD16 meeting of CIC-on-duty task force**
>
> Cf : http://indico.cern.ch/conferenceDisplay.py?confId=34516
>
> Cf additional material attached to the agenda for most of the topics handled
>
> Notes from Hélène Cordier.

Monday 16ᵗʰ June – plenary sessions – 14h00 -18h00

Objectives of the meeting:

1- Validation of the mandate

2- Validation of the internal COD work organization in 3 poles appropriately staffed

Pole1 : Regionalisation of the COD service lead by CE

Committee: CE, TWN, SWE and NE

project-eu-egee-sa1-cod-pole1-rcod@cern.ch

Pole2 : Best Practices and procedure

Comittee: DE-CH, SEE

project-eu-egee-sa1-cod-pole2-proc@cern.ch

Pole3 : COD tools

Comittee : FR, IT, SWE, CE

project-eu-egee-sa1-cod-pole3-tools@cern.ch

3- Each pole to organize its own work, manage its task list and make sure that it is appropriately staffed.

Each pole has its mailing list and an entry for EGEE-III in SA1 wiki:

https://twiki.cern.ch/twiki/bin/view/EGEE/COD_EGEE_III

They are to plan for at least bi-monthly phone confs in between F2F meetings. Next meeting should be in EGEE'08.

4- Definition of the operations model

After internal discussions, within Pole1, proposal for validation will be discussed in plenary and in the upcoming phone meeting with TWN.

Presentations:

Mandate of COD - Definition of the 3 poles of Work and the aims and the meeting – HC cf slides

Pole 1-MR – cf slides

Study of the results of the questionnaire sent out by Marcin on to federations:

Missing answers from RU, SEE, UKI

Need to foresee the operations model out of the COD experience.

Pole2-CK – cf slides

GOCDB plans and updates-GM – cf slides

Pole3-CO – cf slides

OAT-KN – cf slides

Tuesday 17th June – parallel session – 09h00- 12h00

Parallel session's intra poles are set as follows:

POLE1 : Marcin, MAlgorzata, Gilles, Ron, Luuk, William cf slides

POLE2 : Clemens, Vera, Sergio, Helmut, Emmanouil, Helene cf slides

POLE3 : Alessandro, Cyril, Daniele, Kai, Mariya, Rogriguez, Dimitri cf slides

SAM Plans- KS cf slides

SAM is in charge of the monitoring database schemas at the ROC and Project level in the OAT team. VO specific tests will become a regional issue. VOs resubmit generic tests and tests are submitted against personal certificate.

Tuesday 17th June – plenary session – 16h00- 18h00 - Wrap'up of pole 1 – Marcin

The following is to undergo further work and validation with TWN who is part of Pole1 committee on June 27rd: Regional model – r-COD:

R-COD teams would handle and follow-up tickets at sites after the first 24hours of alarms coming up at sites. Best practices current instructions for current COD work can be set as recommendations to r-COD.

C-COD would handle problems at the management level or OCC and is thought of handling the following:

-take care of the issues not solved by sites/R-COD after a couple of week's time,

-take care of issues that need to be raised at the operations meetings where VOs attend for possible site suspension -- the whole escalation process and the last action of suspending a site in effect stay within a given region,

-take care of the issues that impair normal course of operations -some mw bug problem and core services failure-

-take care of potential black holes in the different R-COD operations,

-take care of issues assigned to COD SU within GGUS by other parties,

-take care of R-COD /1rst line support fora to be set-up for experience exchange - best practices - and knowledge base topics.

Indeed, there will be a need for experience sharing in terms of expertise of solutions and ticket handling: this could take the form of a web forum where problem is assigned to an expert – forum could be centralized through GGUS knowledge base.

Tools for first line support are needed to enable an export of the knowledge included into the regional helpdesks. More than half of regions do not have regional helpdesk. So the choice could be either to import solutions to GGUS from regional helpdesk or there could be some r-COD support unit within GGUS so that the solutions are recorded.

How to assess the ROC reliability through metrics? The role of reporting problems and follow-up gridview metrics with regards to SA1 could be done by c-COD on to weekly operations meetings. For the time being some common sense is needed so that c-COD can come into the loop and interact with ROC.

Reporting system at r-COD level still needed. At the ROC level reports may be not useful as is, but at the OCC level sites cannot be obliged to fill in reports, so no specific modification to sites/ROC reports will be done while we get to the r-COD model, reporting will remain throughout EGEE-III. Further adaptation seems to be a regional task.

As soon as the r-COD is going to operate, the global COD shifts will undergo a change in planning. In parallel there will be a c-COD planning.

Decision: The 1rst line support model will go as is on with SWE/TWN/CE until September. SWE is starting June 30th.

It is proposed that we switch to r-COD/c-COD model for the aforementioned 3 teams together with NE, after EGEE'08 or as soon as the r-COD procedures and the r-COD dashboard requirements are met which of the first date comes first.

It is then foreseen that at the same time an associated c-COD model start, meaning that in parallel, during the first phase when there will be 4 federations joining in the r-COD model, we would need another schedule for c-COD duty doing the foreseen tasks above by 4 people, from the 4 first r-COD teams, 1 every 4 weeks, in order to assess that the c-COD work is minimal.

The remaining 7 teams are foreseen to follow-up a modified COD schedule then on. Another step would be to integrate later 3 more teams according to the schedule. By all means, the last step of integration of the 4 last teams would need a dedicated pre-validation period in order to make sure that the operations are not disturbed – r-COD metrics needed. An assessment will be made in order to check the possible modifications to bring to the operations model in case of need (e.g. extra workload at the C-COD level).

Wednesday 18th June – plenary session – 09h00-13h00

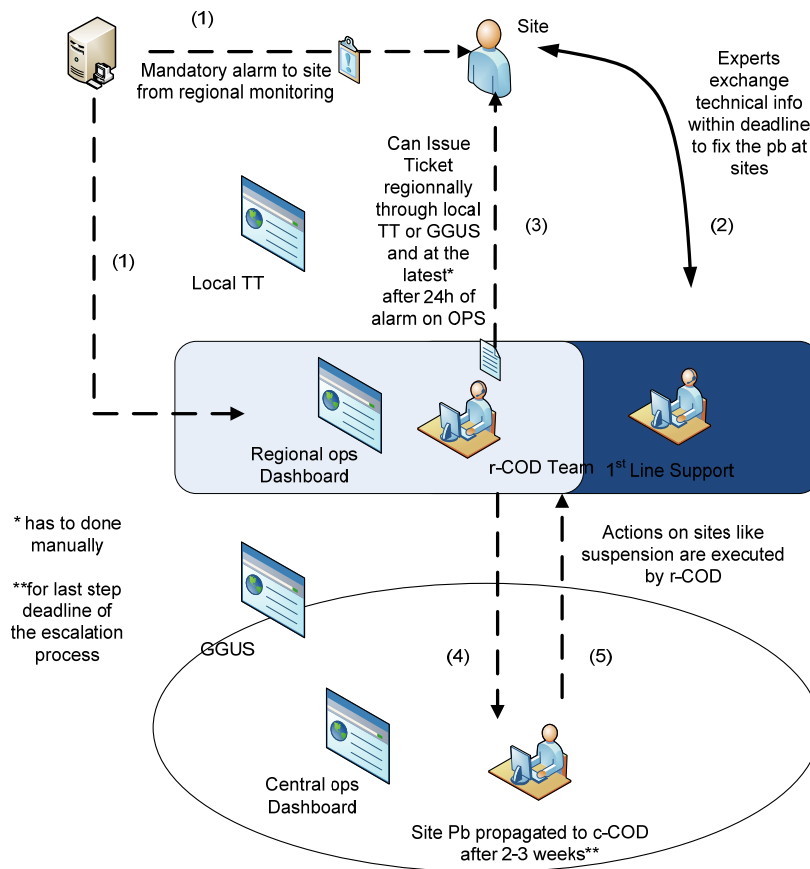*POLE 1: actions phone conf +mailing lists +Actions list+4 federations OK*

Staffing by 4 federations seems sufficient so far. Intermediary phone conf is planned; mailing list OK, Topics to be covered and Actions lists for Pole 1 are to be recorded in the wiki.

Topics are:

-Future Operations model build-up

-Requirements on R-COD dashboard and C-COD dashboard: to be issued

-Requirements on federations in term of manpower and duties for r-COD: to be issued

-Planning of integration of federations to R-COD – starting with SWE, NE, CE and TWN

Discussions of wrap-up of pole1: cf slides

Consequently to the parallel sessions, the first vision of the operations models and the planning envisioned is to be validated with TWN during phone conf June 27rd based on the wrap-up presented to the plenary session of the Tuesday afternoon. First definition of the operations model at the regional level can be summarized as follows:

POLE2 wrap-up – cf slides

Staffing by 2 federations is not sufficient. CK is going to check for further support in DE-CH. It is decided that further work on improvement about metrics on COD activity and about alarms weighing or alarm masking mechanism is stalled. The pole2 mandate has to be modified to take this into account and to cover the topics above only.

HC has to take the issue of understaffing to the ROC managers.

Intermediary phone conf has to be planned; mailing list OK, Topics to be covered and Actions lists for Pole 2 are to be recorded in the wiki. https://twiki.cern.ch/twiki/bin/view/EGEE/COD_EGEE_III

Topics are:

-Editing the operations Manual - permanent: 2-3x0.1FTE

Requests for Operational Procedure Manual Changes need to be recorded and updated.

How to collect changes requests to OPM: via GGUS ticket, or recorded into wiki "Best Practices requests". This includes Follow-up of GGUS tickets assigned to COD - for requests of change in the Operational Procedure Manual **or global requests from external bodies such as Weekly Operation meetings or else.**

This topic would proceed to the integration of the current requests for changes (i.e. pending ones, validated or straightforward) in the Operations Procedure Manual and making the releases – after each f2f meeting.

This topic would have to work closely with the lead teams on duty so that new "operational use-cases" are recorded and updated in the wiki and brought up on to Weekly Operation Meetings.

-Restructuring Operational Procedure Manual (IL +2 other people)

This task is a "one time task" as described in Clemens's slides, and it is foreseen we need: 2-3x 0.5PM.

-Coordination Pole 2 – Including wiki update and organizing phone conf. is a permanent task: 2-3x0.1 FTE. This would also include follow-up of the following topics

Handover form modification, Request for COD tools, Validation of the "non-immediate" requests for changes in the Operation Manual through phone conf or f2f meetings or mailing list.

The "non-immediate" requests are the ones that need an official validation, and the coordination will state whether an internal validation is enough and will lead it or whether an external validation.

How to validate these requests: Phone conf or mailing lists for non important ones, else ROC managers validation request or F2F meeting and then ROC managers meeting.

POLE3 wrap-up- cf slides

Staffing by 4 federations seems sufficient so far. Intermediary phone conf has to be planned; mailing list OK, Topics to be covered and Actions lists for Pole 3 are to be recorded in the wiki. https://twiki.cern.ch/twiki/bin/view/EGEE/COD_EGEE_III:

Topics are:

-Follow-up of ex TIC matters (CE): Sam historical results (?) /core services failures – bug fixes or requests –

-COD dashboard integration matters (FR): c-COD needs for the c-COD dashboard and r-COD dashboard requirements.

-Failover matters (IT).

-A questionnaire envisioned for EGEE'08 is to be prepared to inventory all the needs of the regions in terms of tools in preparation to EGI.

Interface to OAT is defined and to be jointly done by Marcin, Cyril and Kai. Gilles is closely associated to this.

TMB/TCG representatives identified two topics, one on sites' responsabilities and the other on failover matters for mw in-between sites to follow-up. They can be contacted at egee-tcg-site-rep@cern.ch . Network alarm masking others alarms are to be tackled and included into pole 3. Cic-on-duty mailing list is in cc in case of failure of network, this is test phase.

CLOSURE:

Most COD teams underwent turnover. There is update to be made on to the COD team admin section and the mailing lists – cic-on-duty and follow-up. All federations are to check their team composition, register them according to the Operations Procedure Manual and proceed to requests for training.

COD general planning (subject to modifications as soon as the r-COD model comes into place) is available at https://twiki.cern.ch/twiki/bin/view/EGEE/COD_EGEE_III. After June 30th, the planning will be published on the Operations Portal.

SWE is joining the 1rst line support model starting June 30th on.

Training needs: NE plans still need to be defined regarding the regional support Michael Gronager. NE is organizing next training sessions for COD and r-COD work.

CIC-on-duty – COD-16 meeting

Dates	Location	Participants	Status	Contact
July 7th /8th	HELSINKI	NE(3)+SWE(1to2)+UKI(2)	closed	vera.hansper@csc.fi
August 18th/19th	HELSINKI	SWEDEN+NE(3)	open	vera.hansper@csc.fi
September 22nd/26th	ISTAMBUL	??	open	helene.cordier@in2p3.fr

General COD Actions List	Federation/people	Started/last up	June 23rd
Wiki creation for all poles	FR/HC	COD16	done
Pole 2 staffing pb	FR/HC	COD16	ROCs
Pole 2 mandate modification	FR/HC	COD16	ROCs
Creation of a mailing list for each pole	FR/HC	COD16	done
Training needs and actions on-to cic-on-duty mailing lists	FR/HC	COD16	done
Check COD general planning	All	COD16	June 30th
r-COD and c-COD dashboard requirements	POLE1	COD16	COD17
Phone conf on roadmap and action lists before summer and EGEE'08	POLE 1, 2, 3	COD 16	COD17
Questionnaire for the set of tools needed in the regions tools	POLE3	COD 16	COD17

Next phone meeting	POLE1	June 27rd
Next meeting: COD-16	When	22-26 September 2008 TBC
	Where	EGEE'08
	Agenda Plenary	Feedback since COD-16 POLE 1 POLE2 POLE3