

Subject: COD ACTIVITY MANDATE IN EGEE-III

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Distribution : SA1

1. COD ACTIVITY IN EGEE-II

Set-up in EGEE-I to ease-up the daily monitoring of sites in production. The 5 federations involved at the time evolved in the course of EGEE-I and EGEE-II to become 10 teams. NE is joining in EGEE-III. Most of the operators are site admins assigned to COD duty by their federations. Weekly rotation shifts are planned according to: <https://cic.gridops.org/index.php?section=cod&page=homepage>.

Activity is described in <https://cic.gridops.org/index.php?section=cod&page=codprocedures>.

It includes phone conferences and face-to-face meetings where matters are addressed at in parallel sessions. GOC DB, GGUS, ENOC, Monitoring tools developers (SAM, SAMAP, gstat, NAGIOS) are permanent guests as well as TCG representatives since Stockholm in 2007.

2. MANDATE IN EGEE-III

2.1. GOAL – EXECUTIVE SUMMARY

Daily operations model in EGEE-III will start on the same basis as in EGEE-II i.e central COD model with weekly shifts among the 11 teams. Moreover, central COD as we understand it today will not exist at the end of EGEE-III; consequently, all current rocs are to run a regional COD service by the end of EGEE-III.

The mandate of the COD is mainly to prepare for the evolution of the current operations model towards a more “sustainable” one in 2 years time. i.e. move from the current centralized COD model to regional COD (r-COD) model for all federations. Of course, our goal is to achieve the set-up of this distributed model as smooth and seamless as possible; hence a need for communication and share of expertise between regional CODs.

All federations are asked to provide COD teams to the current operation model during EGEE-III and to devote the same teams or separate ones to set-up their regional monitoring task force – here dubbed r-CODs). Moreover, all are asked to devote some of the time of their representatives of their COD teams and/or of their regional teams and/or their operational tools developers to the coordination of the COD activity. Namely this will involve quarterly F2F meetings and intermediary monthly phone meetings. Details are to be fixed at next COD transition meeting June 16-18th.

2.2. OBJECTIVES – PROBLEM DESCRIPTION AND REQUIREMENTS

The mandate above has started to come into facts already in EGEE-II and several federations are already handling part of the whole daily monitoring process for their own sites. However, the systemization of the regionalization and strict timelines bring us to cut down on number of topics and flesh out the manpower for the different topics at the same time. Indeed, out of the main goal above, three main thematic poles to set-up have been identified so far as:

The set-up of the “r-CODs forum” is essential and will constitute the first pole of the “extra-rotas” activities of the COD teams.

It is foreseeable that the set of regions – if not all – will set-up this regional model and will have to provide a sustainable infrastructure at an international level at the end of EGEE-III. This brings the need for a forum gathering all the experience of the (r-COD) teams and for a central “thin” layer (c-COD) model to which the regional teams will have to report specific problems to – e.g. problems that could require escalation, expertise or simply reporting. This thin layer COD (c-COD) could either be centralized or not. Federations who do not intend to monitor their sites themselves after EGEE-III could be able to rely on this c-COD thin layer for monitoring services. In the two years to come, the COD in EGEE-III may start to derive what such a “thin central COD layer” would need to do from their current experience. If needed and if possible, the current operations model can evolve and introduce the coordination between the r-CODs and the c-CODs, in a new operations model in the course of EGEE-III. This new operations model may then combine the (r-COD) forum and some kind of (c-COD). Ideally, such a model could be defined during the first part of the project and tested before the end of EGEE-III.

Remark: As the manpower and the commitment from the regions should come out of the COD transition meeting to come, and as the exact model can only come out of the experience so far, further definition of the future operations model and its coordination can only be speculative at this stage.

Secondly, the standardization and the improvement of working habits among teams will go on and constitute a second pole “Best Practices and Procedures”

Even though the second pole will integrate naturally most of the recommendations coming out from the current operations model in the early stages of EGEE-III; the application of the agreed best practices and validated procedures will also evolve out of the introduction of the first pole.

Namely, this second pole should remain in charge of operational use-case collection that will be passed accordingly on to managerial leaders (e.g. ROC managers) or on to the third pole below for technical matters. Consecutive changes in daily instructions should be reflected in the Operations Procedure Manual. Indeed this pole will integrate the work that has started in EGEE-II on these matters in 2 working groups.

Historically, the Operation Procedure Manual gathered and updated a number of known procedures for several audiences. It is essential in preparing for the end of EGEE-III and in setting-up future agreements between different parties, that now, this document is split in several ones aimed at the different actors of EGEE operations, i.e. RC admins, ROC managers, and COD teams.

Remark: The set-up of the first pole must not impair the improvement of the quality of service and for obvious reasons, it is essential that this pole #2 reviews, improves and set-up with GGUS’s help the set of metrics to assess the operations model(s). This is essential that this specific item is integrated in a think-tank closely related to pole one.

Finally, the third pole “COD tools” will be dedicated to the internal/external handling of technical requirements for the current and future COD work needs, coming out namely from the second pole.

Namely, the inventory, the follow-up of technical requirements chargeable to external providers – i.e. besides COD teams and contributors - and the internal development themselves can be achieved by this pole.

Also, COD teams need to have specific needs fulfilled such as regular update of COD dashboard (integration of the daily COD tools and of several external sources including monitoring tools), reliable

access to operations and monitoring tools results whatever they are or may become. This pole will integrate the work that has already started in EGEE-II on this matter in 4 working groups.

Remark: This pole should be in charge of the technical interface with the external contributors and technical providers (e.g monitoring tool developers, OAT). Modalities to be defined at the next COD transition meeting.

3. COMPOSITION AND EFFORT COMMITMENT

Meeting composition: Unchanged from EGEE-II: GOC DB, GGUS, Monitoring tools developpers are permanent guests as well as TCG representatives since Stockholm in 2007.

General effort commitment : need to be able to be accounted for in the WBS. Subject to revision.

Task label/ federation	FTE/ each federation
2/3 persons for weekly shifts of the current operations model.	0,5
Set-up of regional service	0,5-1
Pole coordination – meetings, phone conf	0,4
Pole participation to coordination-- tasks leader* or development task**	0,2

*: task leader to be defined by the poles' coordinators

** : development task to be defined by pole # 3 coordinator

Specific involvement of federations

Federation	r-COD Integration date or N/A	Current distribution of participation / coordination of the different thematic poles	Monitoring and Ops tool development or coordination
AP	15/04/2008	1	gstat
CE	15/01/2008	1 – 3	Samap/Nagios
CERN		...	SAM/OAT
DE-CH		2	GGUS
France		1 – 2 – 3	CIC Portal, ENOC
Italy		3	Failover GOC- CIC
NE		1	
Russia		...	
SEE		2	
SWE		1	
UKI		GOC

The following is a work document to prepare for the COD-16.

PRE-REQUISITE to be asked at next SA1 coordination meeting – June 3rd:

Validate the minimum common ground of interest: i.e. the poles reflects the main interests of the community i.e. prepare the evolution of the model.

Identify the federations that will clearly stay out of any involvement in coordination and concrete “extra-rotas” work and make it official. Need to avoid working groups with 2 people in it.

Make sure others can account for their time in WBS. Make sure they find the right thing to do for them.

Each poles managers/deputies defined : find 2 federations willing to share the coordination job within 4 active federations (major), finding volunteers among the remaining 7 ones (minor).

Confirm that the current topic-leaders are willing to start the collaboration.

Presentation of the goals of the meetings and proposal of internal organisation.

Each EGEE-II topic leader to prepare the items to be included into the roadmap of the poles they are attached to – day 1

Each operational tool developer to expose the current situation

– GOC DB/TIC/SAM/OAT/SAMAP ?– day 1

Each pole managers and ex-topic leaders to join in a workshop dinner on the Monday June 16th.

Internal pole meeting – day 2 am ;

Specific think-tank 1-2 14h00-15h00; 2-3 15h00-16h00; 3-1 16h00-17h00;

Wrap-up for each pole – day 3 am incl. think-tank conclusions and actions list.

Input for next Phone conference; think-tank conclusions and actions list.

GOAL: mandate validation

OBJECTIVES: internal organisation – tools and roadmap

QUESTIONS to each federation:

Each federation could mention whether or not they intend to set-up a regional COD team

– r-COD

Each federation could mention their tentative planning

Each federation could mention whether or not they intend to use the dashboard

Each federation could mention whether or not they will set-up the r-COD separately from COD

What specificities are included in the mandate of your existing or r-COD to be ? – detail what is different from the current operation model

QUESTIONS to each pole:

Each pole could have a minimum of 4 federations involved in its activity board.

(e.g. for pole 3: CE/FR/SWE/IT; pole 1: NE/CE/AP/SWE) → Need to flesh out pole 2 (currently it is SEE and DE-CH/FR).

Each pole could have an internal structure – leader + deputy → 2 federations coordinating.

What about RU??, CERN?? and UKI? → Pole2

Day2 AM

Pole1:

Planning of each fed coming into the r-COD/ manpower

roadmap of the evolution of the model for further autonomy of the regions

organisation of the thinktank on the c-COD role.

Pole2:

Definition of the interface with ROC/Manpower

Stress the followup of operational use-case by COD lead team and the role of DB as supervisor only. Integrate into the ops manual.

Review of the last modifications of the ops manual

Roadmap of the different documents in relation with Ioannis/John Shade ???

Organisation of the think-tank on metrics

Pole 3:

Definition of the interfaces with OAT/Manpower

Organisation of the think-tank on intermediary proposal for ops tools to Pole1.

Day2 PM

POLE 1-2 prospective think-tank:

Assessment of the questions to federations

What the c-COD would do

How to assess the metrics needed – start from last meeting brainstorming

POLE 2-3 prospective think-tank:

How the COD dashboard should evolve to be the tool for c-COD

POLE 3-1 prospective think-tank:

How is GGUS (i.e a central helpdesk) going to be used within a ops model with r-CODs

How is GOC DB (i.e central instance) is going to be used within a ops model