egee

COD – best practices

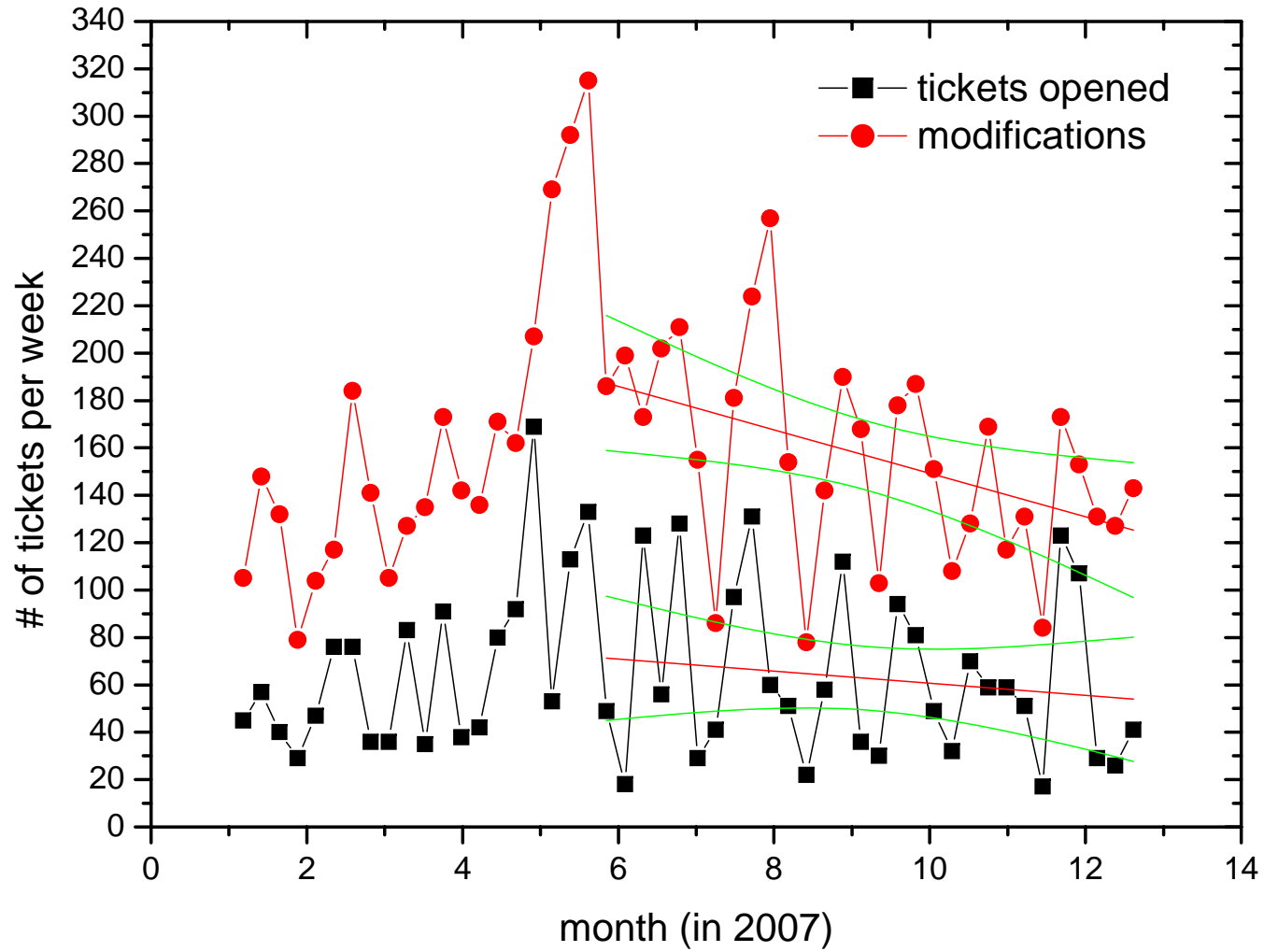*Clemens Koerdt*

Cyril L'Orphelin, David Bouvet

COD 16, 16-18.6.2008, Lyon

http://indico.cern.ch/conferenceDisplay.py?confId=34516

www.eu-egee.org

Information Society
and Media

Enabling Grids for E-sciencE
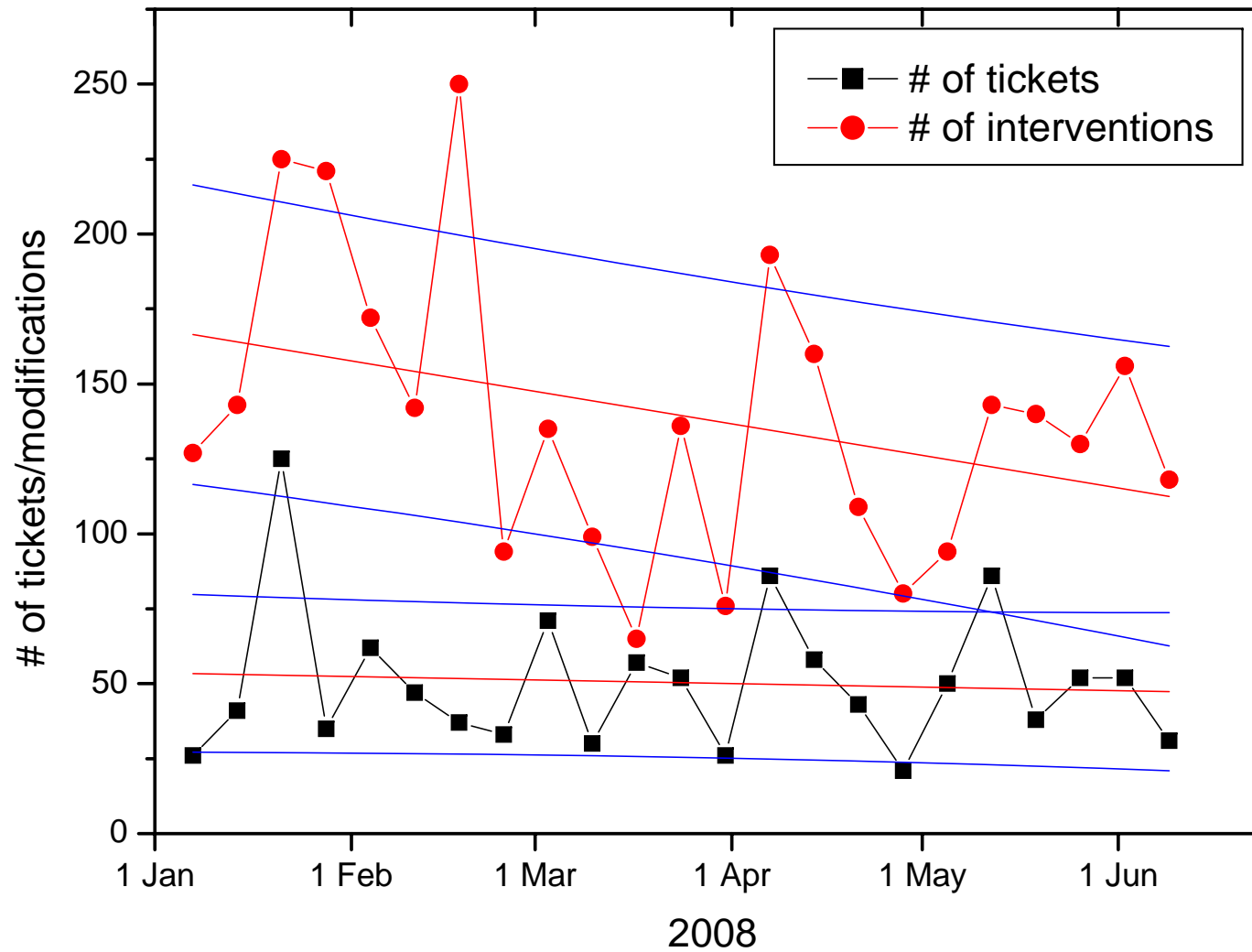
- **Close tickets that have changed problem type. close also if in doubt**

- **Do not escalate tickets where site admins replied**

- **Try to minimize number of tickets per site.**

- **Use masking of alarms.**

- **Try to answer comments from site admins and avoid sending template escalation mail (modify them)**

- **After Mondays handover in the operations meeting, the new team should communicate instructions, decisions in the handoverlog, as well as in related tickets**

- **Use the CIC on duty mailing list more frequently**

- **Tickets assigned to developers should be followed up regularly**

- **In case of an observed excessive inactivity, report in the handover log**

- **Report problems with tests or cryptic error message in the mailing list**

Enabling Grids for E-sciencE

- **http://goc.grid.sinica.edu.tw/gocwiki/COD_Best_Practices**
  - Recommendations for duty cods
  - Suggestions for filling the Handover log
  - Collection of Issues with Operations Tools
    - https://twiki.cern.ch/twiki/bin/view/EGEE/OperationalUseCasesAndStatus (set up by David Bouvet)
  - Requests to the Operations Manual Group

- **for Operations Meeting**
  - List unresponsive sites (escalated to political instances)
  - Report any problems with operational tools during shift
  - Did you encounter any issues with the COD procedures, Operational Manual?
  - Report encountered problems with grid core services
  - Any Savannah/GGUS tickets that need more attention to a wider audience?
- **Statistics**
  - Provide statistics on number of tickets opened per problem type
- **for CODs**
  - Did you encounter any Tickets that changed 'character' ? (no longer a simple incident that can easily be fixed, but rather a problem that may result in a Savannah bug)
  - Any alarms that could not be assigned to a ticket (, or masked by another alarm)?
  - Any Tickets opened that are not related to a particular alarm
  - Anything else the new team should know?
  - Instructions received from recent Operations Meeting (for Teams taking over only)

- **Responsibility to follow operational problems is supposed to shift…**
  - … to the regions
  - … to the sites themselves
- **Allow the site to react to a failing SAM test**
  - Give them up to three hours to
    - Fix the problem
    - Acknowledge the problem (entering a downtime)
  - After three hours regional CODs should intervene *suggestion*
    - By opening operational ticket to site
    - By informing 1st line support to assist site
    - By escalating ticket if necessary (to central COD?)
  - After 24 hours central COD should intervene
    - By opening operational ticket to site and ROC
    - By escalating ticket if necessary (to Ops meeting)

- **See:**
  https://twiki.cern.ch/twiki/bin/view/EGEE/OperationalUseCasesAndStatus

- **How to follow up those issues?**

  - Followup action by each COD on duty team !?

  - Or incorporate in the ticket escalation mechanism from the dashboard ?

- **APEL getting critical...**
  - Each site has to give one CE the newly created 'APEL' attribute in the GOCDB
    - This service type/category was newly created after consultation between GOCDB, APEL and SAM people
  - Results of apel-pub for a site will be published in this APEL category and associated to the selected CE
  - They can get critical without affecting availability or getting the CE blacklisted
  - CODs will then be able to receive alarms for sites failing to publish accounting data, issue tickets and follow them up.

Enabling Grids for E-sciencE

- **CRL status at sites/nodes**
  - Get COD to have a look at this twice a week:
  - http://signet-ca.ijs.si/nagios/
  - Better: get this integrated into the COD framework
    - Unfortunately this does not look straightforward, as no alarms are issued to which a ticket can be associated to.....
    - Delegate problem to OAT to have nagios feed the alarm database
      - *Perhaps it is already possible?!?*