

COD – pole 2 wrapup

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

- **Responsibilities for r-COD need to be extracted from the proposal produced by pole 1**
 - <http://indico.cern.ch/getFile.py/access?contribId=28&sessionId=0&resId=4&materialId=slides&confId=34516>
- **A site in downtime for more than a month should be suspended**
 - Was already decided in one of the last SA1 coordination meetings
 - When setting a non-critical (or test) node into long term downtime, the escalation procedure should take into account the non relevance of the downtime for the site (see section 8.11)
- **The collection of recommendations to CODs should be documented in the Manual**
- **Need to specify in the OPS manual what services are critical for the site availability (Site downtime)**
 - in the OPS manual it is missing a clear description of what services are critical for the site's availability. There should be a distinction between services/nodes that, when failing, should be set to downtime and those that should affect the overall site, therefore the whole site should be set in downtime.
- **Need to specify obligations of a site to allow for proper monitoring**
 - Ops VO support, access to all production nodes, no dedicated WN, ...
- **Procedure in case of emergency**
 - In case of a power outage, there must be a procedure for contacting someone else for sending at least the broadcast message. COD is not a good candidate because is not working on 24/7
 - Proposal: Produce a list of telephone contacts from GOCDB entries to be sent around every three month as a printout to sites
 - Needs perhaps further discussion?

- **Switching off the monitoring on a given node**
 - We would like to have the following cases: - if a node is in production, then monitoring is ON (and cannot be changed) - if a node is not in production, then the site admin should be able to set monitoring on or off on that node
 - A 'production' flag is already available in GOCDB
 - What remains to be implemented is that you could switch off monitoring if the flag is not set
 - Gilles agreed to open a Savannah ticket
- **current OPS manual is referring to way too many external links**
 - makes the collecting of information little bit difficult.
 - Maybe it would be better to have a longer but self-containing version of the manual
 - To be taken into account when restructuring the manual
- **Removing a resource is still problematic because of the three days retention of the information within the GOCDB; a clear and safe procedure is missing.**
 - Asked GOCDB to introduce a 'closed' flag
 - Asked SAM to take it into account to remove a 'closed' node from the list of tested nodes immediately (no retention period)
- **Current OPS manual is referring to procedures that are not yet available in Removing a resource (section 4.1.5) "Site Admin can first declare a downtime for the resource in GOCDB then switch monitoring 'Off' in GOCDB for the resource," which does not work as it is not possible to switch monitoring off**
 - Replace with the procedure proposed further up

- We need to reorganize the OPS manual because of the SLD
- Sites responsibilities has to be separated and all sites need to be notified before any changes to those sections since they affect the SLD that they have signed
- This requires 1.? PM including coordination with ROC managers and sites?
- **Plan**
 - Extract all the text that affects site admins.
 - Create a new section with this responsibilities.
 - The other section should be regular COD tasks
 - Notify ROC managers and sites for the changes
 - Make the document self containing (avoid reference to external links wherever possible)

Suggestions for filling the Handover log – some changes

- **for Operations Meeting**
 - List unresponsive sites (escalated to political instances)
 - *Note name of Site and ROC, as well as GGUS Ticket number and reason for escalation*
 - 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*
 - *Simply add a permanent link of the COD metrics to the handover broadcast*
- **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)

- **Produced a template for coming APEL alarms**
 - Please start to modify / extend existing templates here:
 - Dashboard -> Other Tools -> Manage List of Useful Links
 - https://cic.gridops.org/index.php?section=cod&page=coddashboard&subpage=othertools&action=wikilinks_manage

- **Instructions to TPM for tickets requesting changes to the OPS manual**
 - Ticket was opened: #37524

- **Look after CRL status?**
 - Checked that the request was to check CAs not sites !!
 - Maybe better handled by OSCT
 - Anyhow there was not an official request, just a note in ops meetings minutes...?
 - *Insist that such a request should be done via a GGUS ticket*
 - Especially if the COD representative during this meeting has not agreed to follow this...

- **COD dashboard**
 - advertise template link and encourage people to modify them
 - Allow opening tickets to support units from the dashboard
 - In the other tools section
 - Tickets created like that would be included in the usual escalation procedure
 - include the link to the statistics produced weekly to the broadcast sent after filling the handover log
 - add the template to the handover log
 - add number of alarms issued during one week to the metrics
- **SAM**
 - take a future 'closed' flag from the gocdb into account in order to avoid issuing tickets to sites removing a node
- **GOCDB**
 - use the production flag for a node to allow for test nodes where monitoring can be switched on/off
 - add a closed flag to a node to be able to safely remove it and avoid operational tickets
 - remove the cic staff contacts from the site overview

- **Editing the Operations Manual**
 - Need to more volunteers
 - At least up to the next COD meeting
 - To address the issues identified in this meeting
 - To help with restructuring the document
 - Effort estimation: 2-3x0.1FTE ?!?
 - One time effort for restructuring the Manual: 2-3x 0.5PM ?!?
 - *people willing to spent >15% distributed over several month ?!?*
 - Coordinating/Working pole 2
 - Who will participate?
 - Overall Effort estimation: 2-3x0.1 FTE ?!?
 - *Or split up by rotating between COD meetings?!!*