



Enabling Grids for E-science

Pole 1: COD regionalisation

Villeurbanne, France

www.eu-egee.org



- **Attendees**
 - Malgorzata, William, Ron, Uljee, Gilles, Emanouil
- **Goals**
 - Define r-COD, c-COD, 1st line support model
 - responsibilities, tools, interfaces between them
 - Prepare roadmap for involving all federations in r-COD model
 - timeline
 - requirements on new teams (manpower, procedures, tools...)
 - model of gradual, smooth transition from „typical COD to r-CODs”
 - Identify tasks in pole1

- **typical COD** - team doing monitoring shifts for entire infrastructure in EGEE-II, that's what we do now
- **r-COD** - regional-COD, team dealing with alarms and tickets for their own region, communicating with other r-CODs, c-COD etc., planned for EGEE-III.
- **1-st line support** - team helping site admins in the region in technical matters (see EGEE-III WBS TSA 1.2.3)
- **c-COD** - central-COD, small team aka „thin layer” coordinating r-CODs, making sure the r-CODs are ”converging” in terms of procedures etc., planning evolution towards EGI

- **r-COD duties**
 - handle alarms
 - in first 24h – time to reaction in site, place for 1st line support to act
 - having 1st line support team experts is valuable – recommend to regions
 - notification about alarms can be send to sites also – obligatory for sites
 - open tickets
 - after 24h, should be assigned to sites directly, not to e.g. 1st line as it is site responsibility to solve the problem and contact 1st line eventually
 - create tickets mandatory after 24h?
 - *yes, as having tickets increased availability.*
 - *Need to be written into procedures.*
 - *Problem with automatization to avoid big numer of tickets, fake alarms ones etc.*

- **r-COD duties (cont)**
 - handle tickets
 - proposal: give time to r-COD to handle the ticket, 1week, 2 weeks – take time from current model, then escalate to c-COD
 - escalating only in case of sites not responding, c-COD, can be done automatically by the tool
 - escalate problems to other regions (which problems, what tool?)
 - negative example: core service failure – should be handled by appropriate region if not there is general problem – send GGUS ticket
 - SAM problem with CERN's RB: send GGUS ticket assigned to CERN
 - no other cases has been identified...
 - escalate problems to c-COD (which problems, what tool?)
 - site not responding for certain time
 - site suspension requests
 - should r-COD be able to suspend a site?
 - ROC is asked for site suspension
 - we should retain decision on higher level: if there is a VO having a crucial service, they will be interested in site suspension

- **1st line support duties**
 - what is the basic set of responsibilities?
 - focus on what's the **outcome of their work**, not how they interact with sites
 - *knowlegde base*
 - *experience sharing between teams*
 - A tool for experience sharing
 - web forum – problem is assigned to an expert
 - *site admin sends a support request, searches the forum*
 - *possibility to change problem topic by expert, add keywords/tags, organize in the right way to facilitate usage by others*
 - *also use GGUS knowledge base*
 - *forum shall be centralized*
 - we use the same middleware
 - expertise sharing between 1st line support teams
 - *how to organize that, who will set it up? -> ask COD tools?*

- **c-COD responsibility**
 - present issues to OM
 - site suspension
 - these will mainly be issues from problems in regions -> shouldn't they go through the ROC?
 - can't it be done by r-COD?
 - *no need for developing tools*
 - *problem: r-COD may want to hide such situations, internal pressure etc.*
 - dealing with problems raised by r-COD that were not solved in specified time
 - originated by COD and assigned to some Support Unit (not site)
 - dealing with actions assigned to COD by others (e.g. ROC managers etc.)

- **requirements**
 - on new teams
 - manpower – 1FTE (limited number of sites - more detailed look), public schedule, possibility to provide backup in case of sick etc.
 - on Pole1 to establish
 - procedures
 - tools
 - training (first in Istanbul, September this year)

- **model of gradual, smooth transition from „typical COD to r-CODs”**
 - Some feds. want avoid doing r-COD and typical COD in parallel
 - Proposal: „plug-out” federation from „central ROTA” while starting r-COD
 - the federation will no longer have to look at the other sites
 - but nobody has to look at the sites of the federation
 - who is doing c-COD duties? - **to be answered on plenary session**
 - *new r-CODs?*
 - *do we need for tool for c-COD?*
 - ***requirement on COD tools: not display r-COD tickets in typical COD portal, etc.***
 - ***the rota for feds. remaining in central COD will change!***
 - transition period: still looked by the others? - tickets are created twice, lazy, not doing... fuzzy

- **Coordination: Marcin (CE), Luuk (NE)**
- **Procedures for r-COD, c-COD**
 - communication with pole 2
 - gathering feedback, experience from current working r-COD in order to improve things
 - need experienced person – Malgorzata? if not able to find someone in other federation (AP?)
- **Requirements on COD tools**
 - Marcin, Luuk later (after EGEE'08)
 - start to think „nations” in term of tools
- **Action: Internal organization of NE to join r-COD - Ron**
 - they consist of NDGF, Benelux, Swedish and Baltic sites
 - NE joining target: just after EGEE'08

- **r-COD metrics**

- **SWE joining**
 - plug-in 1st line support team
 - shifts
 - 30.06 – stop covering SWE by „typical COD” for first 24h
 - for one week – OK, for more get rid of regular shifts
 - no problem with regional helpdesk
 - ready to join r-COD while ready