eGee

Enabling Grids for E-sciencE

Pole 1: COD regionalisation

Villeurbanne, France

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e-infrastructure

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- **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

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- **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 suppport** - 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

- **COD : Distributed teams doing monitoring shifts and ensuring critical tests failures against sites are attended at i.e. at minima :** *communication* **schema + grid expertise stored in procedures and wiki**

- **First Line support : COD service for sites within a federation with current model of regionalization for operations being:**

- **R-COD : ultimate model of 1rst line support with maximum autonomy regarding alarms and operational tickets assigned to sites in the region.**

- **C-COD : small (how small can it be) team coordinating r-CODs, catch-all for monitoring cover need for escalation process/grid experts/reporting/grid integrity.**

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- **r-COD duties**
  - handle alarms
  - open tickets
  - escalate problems to other regions (which problems, what tool?)
  - escalate problems to c-COD (which problems, what tool?)
  - how do they deal with site suspension (still need OM?)
- **c-COD duties**
  - is it needed? ;-)
- **1st line support duties**
  - what is the basic set of responsibilities?
  - helping site admins in site administration
  - pro-active monitoring
    - notifications from monitoring system
- **Sthg expected**
  - knowlegde base
  - experience sharing between teams

- **The technical questionnaire**

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- **contact with BP (pole 2)**
- **contact with COD Tools (pole 3)**
- **gathering feedback, experience from current working r-COD in order to improve things**