COD – Russian team experience

COD-4, Abingdon, 26 September 2005

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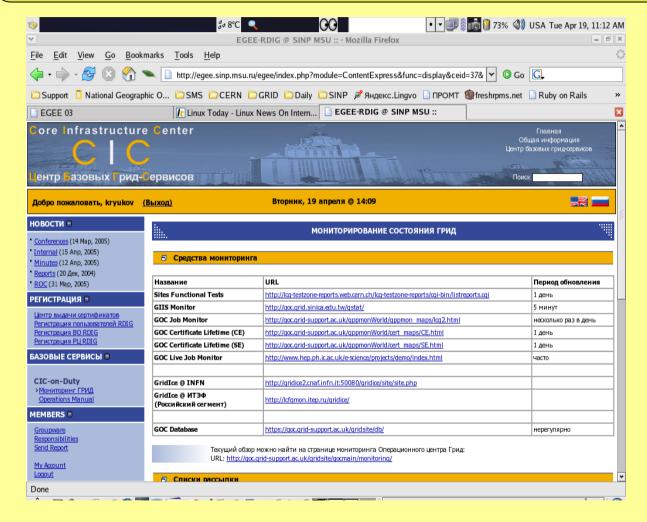
Outline

- Introduction

- Brief report on last CIC-on-Duty

- Experience (wish list)

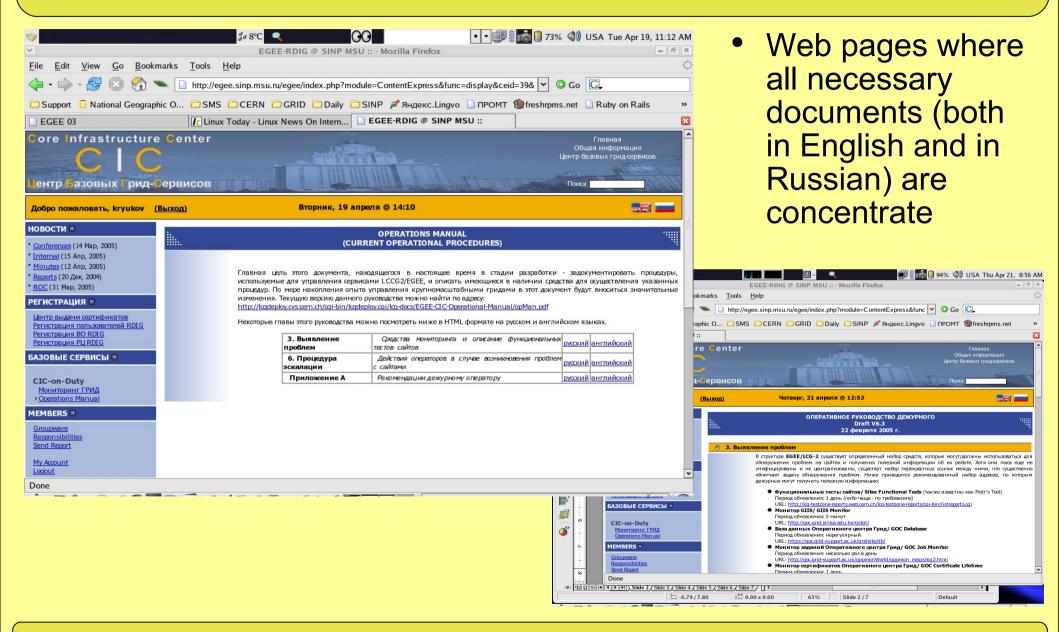- Open questions

- Conclusions

Introduction

- First duty is 25 April – 1 May, 2005
- Last duty is 19-25 September, 2005
- ru-COD team:
  - A.Berezhnoy
  - V.Edneral
  - G.Shpiz

Russian CIC-on-duty Web site

- Web pages where all necessary links are collected (http://egee.sinp.msu.ru/egee/index.php)

Russian CIC-on-duty Web site

- **Web pages where all necessary documents (both in English and in Russian) are concentrate**

COD Report: 19 September -- 25 September 2005

- New tickets were opened   18
- Tickets were closed   13
- Tickets were escalated/modified   49
    - Including 2nd mails   22
    - Including phone calls   3

COD: 19 September -- 25 September 2005

- USCMS-FNAL-WC1 (ticket id#633): a 2 months discussion with responses looks like

  "These are defective tests, no problems at FNAL"

  – It is rather a political than a technical problem. Probably FNAL is right, probably not, but it is over a CIC-on-Duty competition and it must be solved on the higher level of EGEE/LCG management.

Experience & Wish list

- Escalation procedure from 2nd level and above must be done some EGEE Operation Management Board (OMB). The COD team must initialize this procedure and inform OMB.

- All ROCs must provide the SFT execution independently from load of site!

Experience & Wish list (continue)

- Delay of the site response declared in the instruction should be more realistic and flexible and takes into account the site possibilities.

- From the other side CIC-on-duty have to issue ticket when detected problems on the site repeat few times.

Experience & Wish list (continue)

- The COD instruction does not take into account the specific of site operation on weekends and holidays.

- The classification of problem status by GIIS (info, warning, ...) must correspond the well define duty operation (open ticket, escalation, ...)

  – Now in some situation COD should open ticket and in some others (formally the same level status of problem) - not.

Open questions

- How deep the COD should investigate a site problem?

- What is COD doing if monitoring shows that something wrong in all sites

- Is it necessary to duty 24x7 or working hours only (8x5)?

- How the working hours are account in PPT?
  - What about weekend and holidays

- Who may block the site in some emergency case?
  - or in the case of wrong SFT results for a long time?

Conclusions

- CIC-on-Duty is extremely useful operation procedure
  - Detect problems, inform RC managers and try to help to fix the problems.
  - COD teams get very important experience of management of large Grid infrastructure
- It is necessary to improve the COD procedure
- It is absolutely necessary Core Service Functional Test (CSFT) to monitor Grid core services as well as SFT
  - Many RB's, BDII's and others core services.