

R-COD model readiness in CE

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- **R-COD & 1st line support organization**
 - People
 - Shifts
 - Tools & share of responsibilities
 - Communication
- **C-COD**
- **Knowledge sharing**
 - Short term problems
- **Regional helpdesk**

- **Separate from R-COD team, IISAS + PSNC, 0.91 FTE**
- **Duty shifts**
 - ~8 hours, 5 days in a week coverage
 - one person each day
- **Communication**
 - regional jabber for direct communication with site admins
 - All 1st line + on-duty supporter contact: mailing list
 - Handover on mailing list for communication between shifters
- **On-duty tasks**
 - Analysing new SAM alarms in regional dashboard at CIC portal
 - Also watching other monitoring tools (Nagios, Gstat)
 - Using SAMAP for checking if the problem is solved
 - Using glogin for closer problem diagnosis
 - Assists sites

- **2 persons from CYFRONET, ~0.25 FTE**
- **Duty shifts**
 - Acting 2 times a day
 - one person for entire week
- **Communication**
 - Reads notes from site and 1st line in regional dashboard
 - If needed asks 1st line via mailing list
 - Reachable through separate e-mail alias
 - Handover through weblog
- **On-duty tasks**
 - Look at regional dashboard for old alarms
 - Raise tickets
 - Escalate cases to C-COD

- **2 representatives**
 - Małgorzata – one of the C-COD leaders
 - Marcin – observer

- **1st line use a wiki page**
 - Entries added when 1st line decide it is necessary
 - Or on site's demand
 - <http://wiki.grid.cyfronet.pl/1stLineSupport>
 - Short term problems can be documented there

- **Proposal**
 - R-COD in CE will use GGUS tickets