

- **ROC**
 - At least one FTE to do this work
 - Provide mailing list for R-COD operators (as a contact point)
 - Send a link to the GGUS for regional knowledge base (if it exists)
- **Operators - 1st line support, R-COD, C-COD**
 - Have a valid certificate
 - Read the operations manual
 - 1st line supporters must request “regional first line supporter” role in the GOCDB
 - R-COD must request “Regional Staff” role in the GOCDB and be on the relevant R-COD mailing list.
 - C-COD must request “C-COD Staff” role in the GOCDB and sign up to the C-COD mailing list.
 - Choose correct preferences in the CIC regional dashboard