

ALICE ALARM tickets summary

Site and ticket ID	Critical element	Start time	End time and elapsed time	Status
NL-T1 (NIKHEF) 47505	VO-box	08:10	08:13, 3 min	Solved
NL-T1 (SARA) 47507	VO-box	08:16	08:24, 8 min	Solved
UK-T1-RAL 47508	VO-box	08:17	08:33, 16 min	Solved
FR-CCIN2P3 47509	VO-box	08:19	08:34, 15 min	Solved
DE-KIT 47511	VO-box	08:32	08:51, 19 min	Solved
CH-CERN 47510	CE	08:25	10:16, 111 min*	Solved

(*) Workload management not covered by piquet service, ALICE procedures to be updated; piquet services responses to be revised

ALICE ALARM tickets summary (2)

- In general the ALARM exercise was successful, the alarms were understood and promptly followed by the sites
 - ALICE manuals to be updated with respect to services criticality vs. ticket type
- NDGF alarms to be tested next month
 - Distributed T1, will consult with NDGF experts on procedure
- Next cycle – other critical services to be ‘affected’