NGI Operations readiness report

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- **Readiness for operations questionnaire**
  - Respondents
- **Results in detail**
- **Observational Summary**

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Asia Pacific
Canada
CE
Germany/DECH
France
Italy
Netherlands/BeNeLux
NE (Nordics)
Portugal/SW
Russia
SEE
UKI

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- **12 responses**
  - Mainly from ROC or NGI representative of a ROC
  - This corresponds to approx ~~32~~ 30 "NGIs" + AP and Canada
- **Compare with number of expected NGIs**
  - 42 (at least?)
- **2 ROCs encompass a large number of countries**
  - CE – 8 countries
  - SEE – 7 countries

(1) How ready are you for your role in EGI? (Please include also points that are still unclear to you and that need to be addressed.)

- Out of 12 respondents 10 have indicated that they are ready, but the majority of these are already a one-country ROC. Two multi-national ROCs indicated they were ready with some logistics to solve.
- 3 respondents still have logistics for transition from a multi-national ROC to separate NGIs.
- 2 respondents have yet to hear from some of their partners.
- 2 respondents indicated some expected staff reorganisation/reduction, but weren't sure of details yet.
- 1 respondent was concerned about the state of middleware.

(1a) Will you keep the ROC structure in general?

If yes list the small adaptions you would like to make.

- – Seven respondents indicated that the structure of their operations would be generally kept the same as now (ROC-like).
- – Four indicated some changes, but similar to a ROC-like stucture.
- – Two ROCS indicated that they will totally change from the current to separate NGIs. Both ROCs will not achieve this immediately.

- – There was mention from some ROCs that there would be some internal reorganisation.
- – One ROC made a comprehensive list of their adaptions.

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The following adaption/transition plan **could** be used as a **guide** for other NGIs:

1. Keep current site certification procedure
2. Keep using Dashboard interfaced with Nagios Regional Monitoring, (need to display D-Grid sites on DASHBOARD)
3. Using current EGEE Nagios Regional Monitoring together with D-Grid Nagios Monitoring to implement NGI-DE sites nodes services check and control
4. Keep ROD shift system, need to reorganize teams
5. Keep Regional Help desk + GGUS system + first line support experts to support sites debugging and solving problems.
6. Keep using current downtime broadcast infrastructure
7. Keep following and dealing security activities
8. Keep using DECH meeting as ROC communication channel
9. Deploy GOCDB and run regional instance

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(1b) Or will you split into separate NGIs?

If yes which ones and who will be the contact persons?

- – Four respondents had a definite NO. (Single country ROCs.)
- – Five indicated that there will be some restructuring along NGI lines, or that it will occur later.
- – Three respondents indicated that there will be a definite split into separate NGIs.

(2) What are you transition plans?

- Most of the responding ROCs have some kind of transition plan, though some appear to be more prepared than others.
- The level of preparation varies widely, especially as some respondents indicated that there were still details to be worked out.
- One ROC seemed to misunderstand this question.

- 75% of the respondents gave solid enough responses to consider that this is the level of prepardness of the ROCs.

(3) How will you ensure a smooth transition?

- Most respondents indicated that they will ensure a smooth transition with planning as outlined in their previous answer.
    - One ROC explicitly stated that they would plan carefully with SA1.
- One respondent expressed serious doubts about how well the transition would be. They indicated that they had also expressed these concerns to EGEE directly.

- For those ROCs which consist of one country, the opinion was that these transitions would be the easiest, with a minimum of concern.

There were also a couple of extra general questions regarding continued operations.

(4) How prepared are you for continued operations in your (new) region?

– The newest ROCs pointed out that they are still learning, but feel confident that they are prepared.

– The other respondents indicated in general that they felt they had reasonable expertise and were sufficiently prepared.

– At least two ROCs indicated that funding is unclear, either for the staffing levels or for the NGI itself.

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(5) Will your staff change?

- Only those ROCs which are splitting into separate NGIs have indicated that there will be staff changes.
- Some respondents indicated that there would be staff reductions (because of funding concerns) or increases.

- (5a) If your staff changes: How will you transfer operations knowledge to the new staff?
  - The few ROCs that responded indicated that they will train new staff, or offer some training at least.
  - One ROC indicated that this still needs to be clarified.

(6) Will you have own staff? Or do you outsource?

– Of the respondents who answered this (8), all indicated that they have their own staff, or from JRUs.
– One respondent was unclear, but is outside of EU.

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(7) More points you would like to discuss?

– Most of the respondents either stated no or did not answer this question

– One respondent was concerned about the readiness of regional tools, particularly the helpdesk

– One ROC will incorporate other GRID projects into their region before the end of EGEEIII

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- **There is a mixed level of preparedness for the ROC to NGI transition.**
  - Some regions still need to hear from their partners.
- **3 ROCs are definitely splitting into their respective NGIs. 2 of these have many sites.**
- **The ROC structure would remain the same or similar for most ROCs.**
  - There is, however, indication that NGIs will play strong roles for ROCs that do not split for operations.
  - Some internal reorganisation will also occur.
- **Many have some type of transition plan already in place.**
  - Funding issues for NGIs that split from ROCs is still a concern.
  - Concern for those ROCs which are unsure (25%)
- **Indications are that ROCs are prepared to train staff for the transition.**

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- **75% of respondents felt confident that they were prepared for the transitions.**
  - Not all of these had outlined transition plans, so this is an poorly known result.
- **Where possible, staff (and therefore expertise) will remain as it is currently.**
  - Still a question for ROCs that are disbanding.
- **Funding of staff is a concern among a number of ROCs, both those staying in their current form and those disbanding**
- **One ROC expressed concern about the readiness of regional tools**

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