Downtime Process

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Current downtime process

- 2 actions are needed :
  publication in the GOC db + broadcast from CIC Portal

- There are still an issue to define the relevant broadcast targets and not to forget some political instances

- The current Broadcast Tool only informs some political instances on a manual basis

- The broadcast outcome through email only is not enough: Email notification cannot trigger any automatic actions.

CIC Portal Proposal

1- One action only to declare and broadcast downtimes:

the publication downtime in the GOC interface triggers a notification system

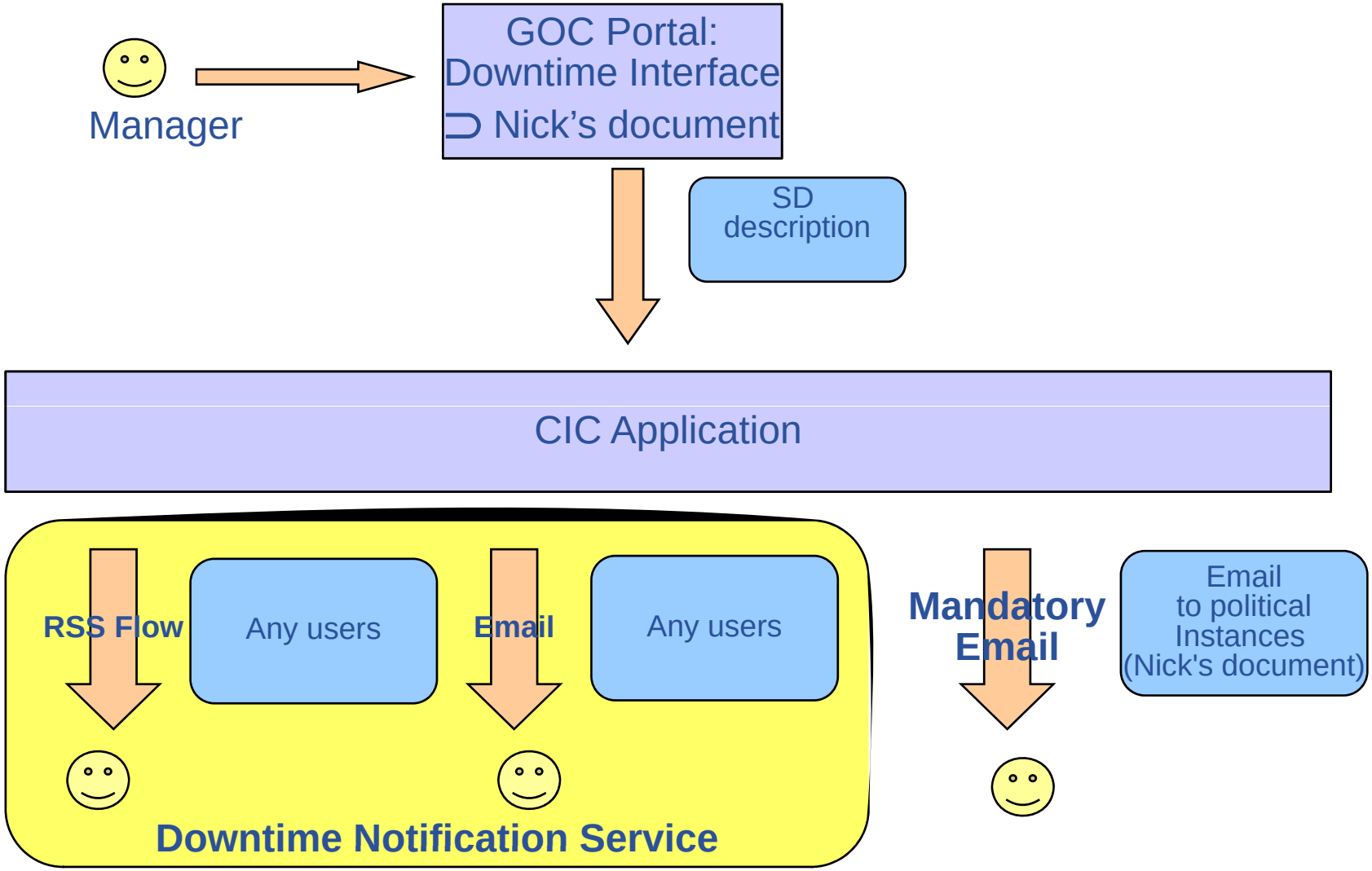
2 – The broadcast targets definition is systematized :

Mandatory emails are derived from Nick's document

3 – Any user can subscribe to one or several types of downtime publication

4 - Two notification methods are enabled :

customized subscription to email and RSS flow


Manager
GOC Portal:
Downtime Interface
⊃ Nick's document
SD
description
CIC Application
RSS Flow
Any users
Email
Any users
Mandatory
Email
Email
to political
Instances
(Nick's document)
Downtime Notification Service

Description

- Users announce their downtimes via the GOC interface :
GOC and CIC will need to discuss the implementation. Currently,
CIC is looking into the fields which are necessary for the final form.
The basis will be taken out of Nick's and Helene 's documents.

- GOC notifies the CIC portal application thought a XML flow
[proposal RSS flow] .

- the CIC application identifies the political instances impacted
and the users who have a subscription to the Downtime Notification Service.

- the CIC application announce the downtime in a homogeneous formalism:
. Political instances are informed by mandatory email as
described in Nick's document.
. Users who have subscribed to the Downtime Notification
Service are notified either Email or RSS flow.

Downtime Notification Service

Any users can be notified about downtimes. The benefit of this feature is for users to be able to filter downtimes as a function of region/site/node/service or VO.

If a user wants to be informed for a given VO's downtimes, he will be able to subscribe to the Downtime Notification Service and to customize his request

The resulting scope within the CIC portal will be composed of 4 fields : scope level, scope name, service name and VO name. Thanks to these fields, users can elaborate a very effective anti-spamming tool.

By default, each field is configured to ALL.

Example:
scopelevel =ALL {region,site,node,ALL} and scopename=ALL and service=ALL and VO =atlas

Downtime Notification Service

In addition, we will implement 2 notification methods : Email and RSS Flow. Both will be used according to people preferences, the official targets and mandatory e-mail will handle through e-mail though.

Email Notification

To subscribe to the Email notification, users will have to record themselves on the CIC Portal and define the right scope and record their email.

RSS Notification

RSS Flow is a medium enabling site administrators to trigger any actions after a RSS notification.
As a example, at IN2P3-CC, our FTS administrator cannot wait to manage the FTS configuration according to the SE downtimes publication.