

**ROC Managers' Meeting <big>-  
Note the change of week</big>**

## **Report of Contributions**

Contribution ID: 0

Type: **not specified**

## Feedback on minutes of last meeting

*Tuesday 22 May 2007 11:00 (1 minute)*

**Session Classification:** ROC Managers' Meeting

Contribution ID: 1

Type: **not specified**

## Admin matters

*Tuesday 22 May 2007 11:00 (15 minutes)*

<ul><li>Quarterly Report</li> <li>Meetings</li> <li>Milestones </li> <li>Deliverables </li> <li>Moderators</li>  
</ul>

### Summary

**Presenter:** ALISTAIR MILLS

**Session Classification:** ROC Managers' Meeting

Contribution ID: 2

Type: **not specified**

## Review of action items

*Tuesday 22 May 2007 12:15 (10 minutes)*

**Session Classification:** ROC Managers' Meeting

Contribution ID: 3

Type: **not specified**

## AOB

*Tuesday 22 May 2007 12:25 (5 minutes)*

<ul> <li> SAM review</li> <li> ROCs to remind sites to sign up for the Operations Workshop in June</li> </ul>

**Session Classification:** ROC Managers' Meeting

Contribution ID: 4

Type: **not specified**

## Change request procedures for core operational tools

*Tuesday 22 May 2007 11:55 (10 minutes)*

**We need to have a Change Request (CR) procedure for each of the grid operations services (SAM/FCR, SAM Admin's page, CIC portal, GOC DB, GGUS, GStat).**  
Below is a "straw-man" of points that should be included in the CR procedure of each service.

1) Single point of entry to the process

For example, email address, web form, etc.

CRs arriving by any other route will be rejected

2) Standard form/template so that it is clear for the requestor what information they must provide:

- Name of requestor
- e-mail of requestor
- VO of requestor
- Title/summary of request
- Full description of request
- Priority from requestor's point of view

3) Publicly viewable list of new (unprioritized) requests, i.e. a "wish list"

- Web page, etc.
- CRs should be given a unique ID

4) Regular review of requests by stakeholders (incl. ROC managers)

5)

Publicly viewable list of prioritized requests (schedule of work)

  - <i><span lang=EN-GB style='font-size:10.pt;font-family: Arial'>Web page, etc.</span></i></li>  - <i><span lang=EN-GB style='font-size:10.pt;font-family: Arial'>Each item should include:</span></i></li>

- <i><span lang=EN-GB style='font-size:10.pt;font-family: Arial'>Level-of-effort estimates</span></i></li>- <i><span lang=EN-GB style='font-size:10.pt;font-family: Arial'>Estimates of completion date</span></i></li>- <i><span lang=EN-GB style='font-size:10.pt;font-family: Arial'>Indication of progress made</span></i></li>

Clear contact point for questions, feedback, etc.

## Summary

**Session Classification:** ROC Managers' Meeting

Contribution ID: 5

Type: **not specified**

## GGUS reports

*Tuesday 22 May 2007 11:15 (10 minutes)*

**Presenter:** DIANA BOSIO / MARIA DIMOU

**Session Classification:** ROC Managers' Meeting

Contribution ID: 6

Type: **not specified**

## Site down-time procedures & tools

*Tuesday 22 May 2007 11:25 (10 minutes)*

**Session Classification:** ROC Managers' Meeting

Contribution ID: 7

Type: **not specified**

## **SAM Critical Tests**

*Tuesday 22 May 2007 11:35 (20 minutes)*

**Session Classification:** ROC Managers' Meeting

Contribution ID: 8

Type: **not specified**

## Change of headings in RC- ROC reports

*Tuesday 22 May 2007 12:05 (10 minutes)*

After the appearance of the new “Availability reports” heading in the RC/ROC, we notice that many sites are confused while filling the different text boxes both on the RC and ROC reports. To make it clearer, we would like to suggest a renaming of the headings in the following way:

ROC reports (same suggestion applies to RC reports):

- Non-Functional Sites  
SHALL WE REMOVE THESE FIELD? Is there any ROC making use of it?
- Scheduled Downtime  
LEAVE AS IT IS
- Major Operational Issues Encountered During the Reporting Period  
CHANGE TO:  
Site Operational Report  
and  
Add as explanation: It should cover what happened at the site during the week: e.g. interventions and upgrades without downtime
- Points to Raise at the Operations Meeting  
LEAVE AS IT IS
- Availability report  
LEAVE AS IT IS and  
Add as explanation: This field should be filled by sites with unavailability equal or longer than 2 hours

**Session Classification:** ROC Managers' Meeting