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## Parallel session wrap-up COD and CE 1st line support

Gilles Mathieu

IN2P3/CNRS Computing Centre, Lyon, France

COD-14, Budapest

dapnia  
cead  
saclay

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## About the topic



- attendance:

- Emir Imamagic
- Jan Astalos
- Gilles Mathieu

- References and background:

- [http://goc.grid.sinica.edu.tw/gocwiki/TIC\\_1st\\_line\\_support\\_integration](http://goc.grid.sinica.edu.tw/gocwiki/TIC_1st_line_support_integration)
- <http://indico.cern.ch/materialDisplay.py?contribId=319&sessionId=5&materialId=slides&confId=18714>



## Discussion and agreements



- A specific dashboard for CE 1st Line Support (CE 1LS) will be added to the ROC section of the CIC portal
- Write access to this dashboard will be based on GOC-DB "CIC-for-CE" role
- This Dashboard will contain:
  - alarms raised for CE nodes younger than 24h
  - assigned alarms/tickets



## Discussion and agreements



- possible actions on alarms:
  - switch off
  - release alarms, so that COD can see them
  - annotate (if not technically possible, start with site annotation)
  
- which alarms for CE nodes will be invisible on COD dashboard ?
  - alarms raised for CE nodes younger than 24h
  
- which alarms for CE nodes will still appear on COD dashboard ?
  - alarms raised for CE nodes older than 24h
  - alarms for central services (weight > 30000)



## Discussion and agreements



- CE 1LS won't open GGUS tickets
  
- How to react in case of urgent problem, or problem on "Central services" ?
  - COD will open tickets on a normal way for CE central services
  - CE 1LS will act transparently in parallel (not modifying nor closing anything)
  - if a problem at site level appears to be urgent, CE 1LS can choose to propagate to COD