

# COD WG

## Best practices

- **PPS sites handling : issue still being discussed. Must we open tickets or not ?**
- **The proposal is to send at the end of the week a recapitulative view of alarms for the week for PPS sites .**
  - This solution has been accepted by PPS group .

- **Nodes are in the BDII but not in the GOC DB .**
- **What we are supposed to do ?**
  - The proposal is to not open ticket and to wait for a solution with GOC DB (switch off monitoring in GOC DB).
- **More generally the CIC portal will try to put a flag on the first page to show nodes which are not registered in GOC DB and which are in downtime . ( to switch off quickly alarms)**

- **Close tickets that have changed character**
- **Close tickets if in doubt**
- **Do not escalate tickets where site admins replied**
- **Try to answer comments from site admins and avoid sending template escalation mail (modify them)**
- **After Mondays handover in the operations meeting, the new team should communicate instructions, decisions in the handoverlog, as well as in related tickets**
- **Ask site admin to put their site in downtime if they are reactive but they can't fix the problem.**
- **Use the CIC on duty mailing list more frequently**
- **Tickets assigned to developers are followed up regularly**
- **In case of an observed excessive inactivity, report in the handover log.**
- **Report problems with tests or cryptic error message in the mailing list**



# CIC portal improvement

Enabling Grids for E-science

- **Try to decrease the number of clicks before opening a ticket .**
- **Permit to add many links in the ticket ( links to solve problems)**
- **Add flags or apply a mask to avoid to loose time on nodes which are not registered in GOC DB or which have the status monitoring off.**