

# PPS: Self Operations, Self monitoring

*Mário David*  
*([david@lip.pt](mailto:david@lip.pt))*

*LIP Lisboa*

- For “Self operation/Self monitoring”:
- We could:
  - Have a separate COD dashboard for PPS?
  - COD's ignore the alarms in PPS, but site admins subscribe to the notification from the dashboard. The notification should be treated with the same priority as a normal COD ticket, or as it may happen in many times, the site admin is already taking care of the problem and simply ignores the notification.
  - **A mail notification (similar to the previous bullet) when SAM or Gstat fails** (SWE case on the PS)
  - Any other idea??

- COD dashboard monitoring OK, but opening tickets is annoying for site admins, and put more load on the COD teams themselves:
  - They already feel that's almost useless
- I would like to get mail notification when my PPS is falling, either:
  - I already know
  - I already read a mail thread of the pps mailing list that there are problems in some core service. (Note: communication on the PPS as been shown to be quite good).
  - There is a real problem; I did not touch or update the service for days or weeks, and I have to take action.
  - I should do the last item with the same priority as if I had recieved a COD ticket, this is the essential part.

- At the regional level, CESGA hosts an instance of SAM and Gstat for the SWE.
- They have setup a mail notification system based on the SAM and Gstat monitoring.
- In this way when a site in the region fails the site admin receives a mail saying what is the failure.
- This permits the site admin to be alerted right way and to act. Since the COD will open a ticket after 3 or 5 continuous failures.
  - This also gives time for the site admin to put a downtime if it's needed.
- If site admins acts promptly to this alarms, the number of COD tickets is rather small.