





Enabling Grids for E-scienceE

## (Two) ROCs experiences

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- **E-mail on June 5 to the ROC managers list asking for CCRC'08 feedback**
  - No replies 
  
- **Another e-mail on June 10, with 5 yes/no questions**
  - Are you aware of the May CCRC'08?
  - Did you notice it?
  - Are you aware of the elogger?
  - Did you read it?
  - How often? Daily? Weekly?
  
  -  Two answers (well, actually one: APROC)
  
- **So feedback is based on APROC and CERN ROC experience**

- **Only 2 out of 11 ROCs feel directly concerned by the CCRC'08 enough to give feedback**
  - WHY??
    - ¿ Is it that they are all happy with the status quo?
    - ¿ Or that CCRC'08 is perceived to be an LCG-to-site business and ROCs act merely as watchers, if at all?
      - Based on the fact that the 2 ROCs that answered have strong connections with T1 sites.
      - Of course, I could be mistaken...
- **Main difference perceived at site level (mw upgrades, experiments requirements at sites)**
- **No real difference in terms of support at ROC level**

- We would not like the ROCs “to get in the way”
- But we want to be kept in the loop...
- ... without having to look in many different places to be aware of what is going on (wiki, elogger, OPS meeting, GGUS...)
- We would like issues to be traceable and searchable so that knowledge can be built around those
- **Clear procedure to contact site during and outside of office hours if needed**
  - EASIER SAID THAN DONE!
  - General concern, not just for the CCRC.

- **GGUS tickets rather than elogger**
- **“VO shifters”/ “the team” tickets could do the job for issues raised by VOs (available as of June 2008).**
  - will bypass the ROC to go straight to the site
  - ROC remains in the loop
- **Yes, but: How to distinguish those from the other tickets if required??**
  - Specific short description as the COD tickets ?
  - A specific string added to the short description?
  - A new field to be propagated to the local ticketing system?

- **APROC solved brilliantly: people at CERN and in Taipei!**
- **But for the others: how to make sure that site operators working out of hours shifts**
  - are grid aware?
    - Site operators are familiar only with the way the site operates and the services as run by the site
      - *AFS -> UI*
      - *Remedy -> ROC CERN user support*
      - *LSF -> CE and WNs*
  - are able to send a broadcast?
    - Typically do not have a grid certificate
  - are able to have a phone conversation in English?
    - A phone conversation is the most difficult thing for a non native speaker!
    - Imagine if you have to have it while the other person is worried, in a hurry, if not in panic!

- ☎ ring, ring
- “Hello, John speaking”
- “’ello, zere iz a *bombe* in the computer *rhume* au SERN”
- “A what?” (louder)
- “’ello, zere iz a *bombe* in the computer *rhume* au SERN. Ze grid is down, plis zend eu brotcaste”
- “Hello? The grid? You mean OSG? The power grid?”
- USA operator hangs down after several minutes of this conversation, confused. No broadcast is sent.

- ☎ ring, ring
- “喂?” (“Wei?”)
- “ello, zere iz a pover coot au SERN”
- “SELN pouel cat?”
- “no, pover coot au SERN: ze elefess end ze aheffess iz done. ze Globale elleffsay is up, but Physics zervices ‘ave been done for too ours. Plis zend oh broddcaste”
- “vely well, bloadcast, 再見” (“Joi Gin”)

## BROADCAST SENT:

**SELN had a power cat and physics LFC services are down four hours.**