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Enabling Grids for E-sciencE

Operations requirement collection and follow up

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The sa1 requirements (to be raised at TCG) collection process in EGEEII:

- **ROC Managers were the main source of requirements:**
  - Each ROC proposed 5 m/w issues after internal discussion
  - Each ROC voted the issues considered most important
  - The result was a prioritized table to be presented and periodically discussed at TCG
    - https://twiki.cern.ch/twiki/bin/view/EGEE/SA1_TCG
    - Slow solution process, but some results have been achieved (i.e. logging document, error messages in SA3 checklist, documentation improvements)

  - ISSUE: there was little discussion at the RM level after the first prioritization round – no more requirements collected by ROCs

- **Direct site managers contact asking feedback on m/w quality:**
  - Done using mail survey through the broadcast tool
    - Stockholm workshop, Sam review, Budapest conference
  - Little participation (about 15/20 feedbacks per survey) but valuable material received anyway
  - Positive experience

How we want to proceed in EGEEIII…

The general guideline is to improve and strengthen the direct link with the site managers in search for further requirement sources

Few ideas:

- **Constant participation to operation meetings**
- **Periodical Surveys similar to those done in few circumstances during EGEEII**
- **A forum or a dashboard somewhere on the web to discuss directly with site managers hot topics maybe introduced by the surveys**
- **Unsolved ticket parsing**

New m/w requirements should be much more specific with respect to those created in EGEEII in order to simplify their presentation and solution