

Site Admin Survey Summary

*Collected by CYFRONET
before CE Federation meeting in Bratislava*

- **Surveys Received : 12**
 - CESNET
 - CYFRONET-LCG2, CYFRONET-IA64
 - egee.fesb.hr
 - egee.grid.niif.hu
 - egee.irb.hr
 - egee.srce.hr
 - FMPHI-UNIBA
 - HEPHY-UIBK
 - IISAS-Bratislava, TU-Kosice
 - GUP-JKU
 - PragueIcg2
 - WCSS64

- **1. Are you in favor of bi-weekly regional operations meetings for activity coordinators (Grid Core Services, 1st line support etc.) and site admins?**

Yes - 7 / No – 5

- No, I haven't noticed frequent discussions in current channels (email lists, confreneces)
- No. Site admins are busy people. To get them all to the meeting will be extremely difficult. It is not clear what benefit it will bring.
- No, perhaps on a monthly basis. The system with weekly minutes from the operational meetings works quite well.

Site receives Minutes and Actions from Operations Meetings by:

- **[9]** common web pages accompanied by e-mail notification (as it is now)
- **[7]** web log (blog) with RSS feed (with possibility to discuss issues on a web page)
- **[4]** everything in e-mail
- **[2]** other (say what)
 - Maybe this should be a wiki page so the site admins could add comments and discussion. This would be the same as the blog option, but I prefer Wiki.
 - common web pages and everything in e-mail

Site contacts 1st line support by:

- **[10]** e-mail address
- **[10]** instant messenger
 - choose preferred one
 - **(3)** jabber
 - **(6)** icq
 - **(1)** skype
- **[3]** other (say what)
 - email, due to archives
 - irc
 - web forum (bulletin board)

Local helpdesk can be contacted by:

- **[12]** e-mail address
- **[6]** web interface
- **[6]** instant messenger chat (jabber, icq, skype)
- **[3]** voice (skype, phone line)
- **[1]** other (say what)
 - web forum

Grid Core Services (hosting regional top level BDII, WMS, LFC etc. regional SAM instance, SA1 web pages at CYFRONET)

- **[0]** not sure what this activity is doing
- **[2]** do not know
- **[10]** is ok
- **[1]** could be improved ...
 - better coordination, more info about provided services to CE sites -

Regional operations coordination (weekly reports analysis, minutes and actions)

- **[0]** not sure what this activity is doing
- **[1]** do not know
- **[10]** is ok
- **[1]** could be improved ...
 - Current reporting mechanism is too time consuming. At least the list of days should contain the number of errors and admin would not need to open days without errors.

Regional certification of middleware releases

- **[4]** not sure what this activity is doing
- **[3]** do not know
- **[1]** is ok
- **[4]** could be improved ...
 - I believe it is better if certification of middleware releases is not tied to regions but rather to global activity. Everyone interested in contributing to this activity should do that on a global level and exchange information with other teams from other regions which are involved in certification. Having PPS service, global certification and regional one sounds a bit to heavyweight.
 - there was no regional certification of middleware releases for a long time now some recent updates showed that it is still necessary. Our site is anyway testing updates first on a testbed before running them on the production system. -

Regional certification of middleware releases

- The activity should test all updates before they go into production infrastructure. Buggy packages should be either stopped or 1st line support and sites have to be warned before the update is released.
- Currently it is somehow not working. I'm somehow not in the loop anymore on when new releases go into certification. Should have access to more complete testbed. I've no experience in top level service testing and those components are not available, I cannot test CE/WN/MON etc here..

Coordination and support for middleware deployment

- **[3]** not sure what this activity is doing
- **[1]** do not know
- **[6]** is ok
- **[3]** could be improved ...
 - why coordination is separated from grid Core Services? What they coordinate? I haven't noticed and message which would try to coordinate our WMS/LB/... with the rest of CE region. (With BDII exception, but this is due to distributed type of service).
 - Coordination should have a mechanism of enforcing more prompt middleware upgrades. We could utilize existing monitoring systems for this. Another thing is that this activity is pretty much the same as the regional operations coordination.
 - currently its only the broadcast via e-mail and making schedules of things are subject to deprecation, right? Would at least be nice to have a blog, where admins post their experience with updates and solutions, like SEE does..

Management of trouble tickets at regional level

- **[0]** not sure what this activity is doing
- **[1]** do not know
- **[6]** is ok
- **[6]** could be improved ...
 - assignment of tickets to sites should be automatic if possible – Email interface, faster propagation of tickets from global user support system (this would require coordination with global user support system).
 - If I good remember, there was a problem with sending tickets to portal and answering to it. (in case of FMPhI-UNIBA for example the christmas security challenge (ticket 30734) or ticket 28801. Response were sent by our administrators asap, but it somehow did not reached the person/server it should, so we had to reply several times while someone finally realized that problem has been solved months ago)

Management of trouble tickets at regional level

- Admin should be able to respond to the tickets coming from helpdesk via email that would be forwarded to GGUS. The response should not go to the 1st line support mailing list. It has to reach GGUS automatically.
- sometimes it takes a long time until tickets reach 1||0 and admins are notified and ticket might lose info caused by the conversion process. I'm not quite happy with it currently, but have no idea how to improve it.
- GGUS system is OK

1st line support

- **[0]** not sure what this activity is doing
- **[1]** do not know
- **[9]** is ok
- **[2]** could be improved ...
 - use of web forums with possibility to discuss problems
 - should respond faster

Nagios monitoring service

- **[1]** not sure what this activity is doing
- **[1]** do not know
- **[9]** is ok
- **[2]** could be improved ...
 - more active warnings in case of problems
 - As a main developer of Nagios monitoring service I would like to add that all of these improvements will be implemented within the Operations Automation Team. -
 - Upgrade to the Nagios site prototype version developed within the Grid Service Monitoring Working Group.
 - Integration with global monitoring system (e.g. SAM) by using standard messaging system.
 - Integration with SA2 ENOC network databases in order to have a precise network topology and avoid issuing false alarms.
 - Improving probe documentation.

Regional helpdesk

- **[0]** not sure what this activity is doing
- **[5]** do not know
- **[3]** is ok
- **[4]** could be improved ...
 - use RT, better integration with GGUS
 - Email interface, faster propagation of tickets from global user support system (this would require coordination with global user support system).
 - users should be able to contact experts through web forum
 - is there any ? What exactly is it? The Sum of site-admins reacting to user tickets?

User support experts group

- **[4]** not sure what this activity is doing
- **[4]** do not know
- **[2]** is ok
- **[2]** could be improved ...
 - users should be able to contact experts through web forum
 - I don't see any output from regional support experts group. -

Grid incident response coordination in region

- **[1]** not sure what this activity is doing
- **[7]** do not know
- **[4]** is ok
 - although hard to say: there has been no incident in the region so far... ..and the challenges run have been quite successful, as far as I can remember...
- **[1]** could be improved ...
 - Incident response tests should evolve to complex test of site's security itself and not only incident response procedures.

Pre-production

- **[1]** not sure what this activity is doing
- **[6]** do not know
 - Is there any?
- **[2]** is ok
- **[4]** could be improved ...
 - maybe some coordination in region?
 - Testing release before it goes to production
 - I believe PPS has experienced some problems because it doesn't reflect the actual state of production. For example, all CEs are of the same type. There was a case where bug propagated to production because that gLite nodetype wasn't present in PPS.
 - should be merged with regional certification of releases. all updates should be tested in pre-production service

Is there any missing ROC functionality in your opinion?

NO