



Enabling Grids for E-science

Regional-COD model

Future of COD shifts

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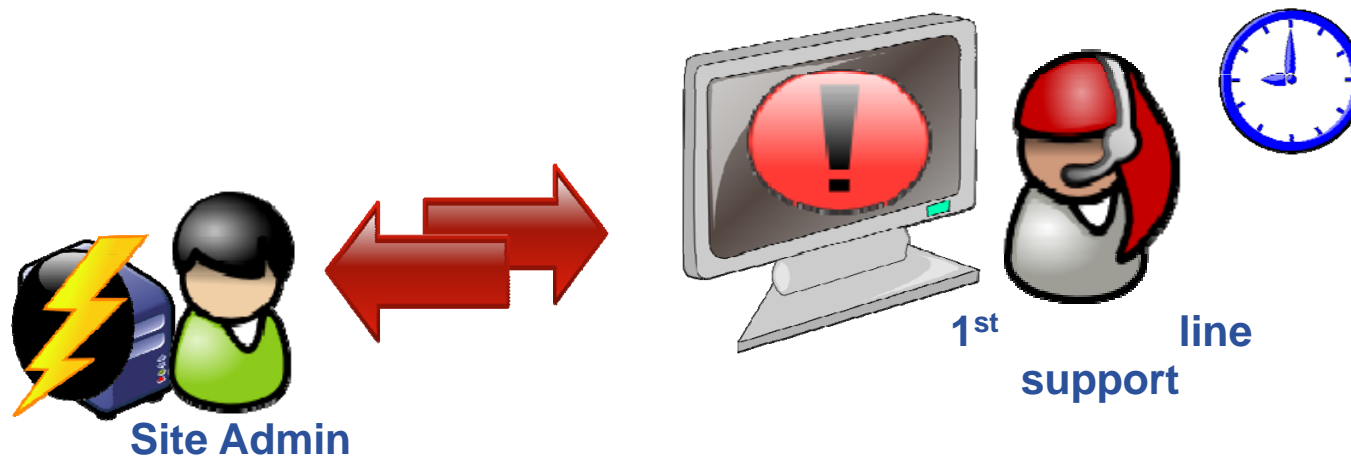
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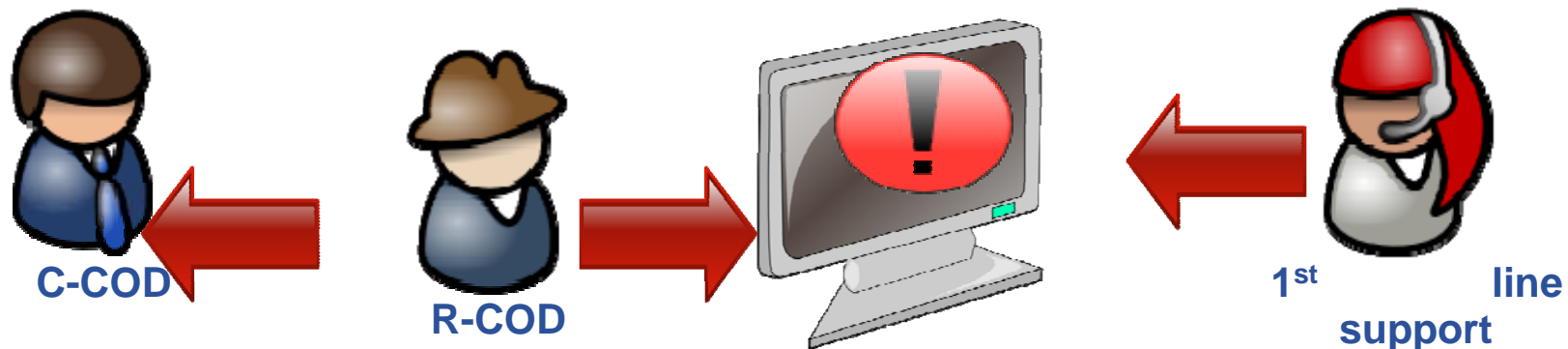
- **Goals**
 - Present R-COD model
 - Validate within COD community
- **Agenda**
 - Glossary
 - Details of R-COD model
 - 1st line support, R-COD team, C-COD team
 - Duties of R-COD
 - Knowledge sharing
 - R-COD metrics
 - Assumptions to be validated

- **Regional support** - encompasses both R-COD + 1st line support
- **R-COD** - regional-COD, handling *operational* tickets in their respective region *only*
- **1st line support** – handling incidents (in first 24h), working on site basis, overseen by R-COD
- **Incident** - combination of one or more of the following alarms: gstat failure, network connectivity alarm, regular SAM alarm
- **C-COD** - central-COD, coordinating work of R-CODs, overall coordination of COD services in long run

- **Assisting sites in solving operational problems**
 - Good technical skills
 - Need efficient way of communication with sites (e.g. problem diagnosis, incident notifications)
- **In operational procedures: main focus on **first 24h** from the incident appearance**
- **Use dashboard to manage incidents/communicate with R-COD**



- Regional COD - provided by each ROC
- Focused on handling *operations problems* in their region *only*
- Handle incidents **older than 24h**, according to procedures
- Communicate with 1st line support
- Escalate cases to C-COD
- Responsible for **regional support** going well in the region (as seen by the project)



- **Team provided at global layer**
- **Coordination of all R-CODs**
- **Upgrade Operations Procedure Manual**
- **Represent COD at „political” level**
 - Operations Meetings – raising issues, oversee actions, progress report etc.
- **Evaluation of the operations – via R-COD metrics**
- **Duties to be kept minimal as possible... so no more are on this slide ;-)**

Receive incident notification from sites in the scope	Mandatory
View incidents standing longer than 24h	Mandatory
Handle tickets and track progress, escalate	Mandatory
Escalate tickets to C-COD if necessary	Mandatory
Propagate actions from C-COD down to sites	Mandatory
Edit incidents younger than 24h	Mandatory
Modify any GGUS tickets body up to the "solved by site" status	Mandatory
Close incidents for "solved problems"	Mandatory
Create entries for the knowledge base	Mandatory
Handle the final state of the ticket: ie "closed by R-COD" once the R-COD- has verified that the solution provided at the "solved by site" level is correct and appropriately documented.	Mandatory
Put the site in SD for urgent matters	Optional
Create tickets to C-COD for core or urgent matters	Mandatory

- **Ensure collecting and sharing experiences from solving operational problems at project level**
- **„Produced” at technical layer i.e. 1st line support <-> site**
- **Knowledge base can be build in two modes**
 - Implicit – knowledge is build as a „side effect” of support process e.g. derived from trouble tickets in GGUS
 - Explicit – someone writes in a form of recipe e.g. Wiki
- **Suggestions shall be made by COD body**
 - Use information from GGUS tickets and GGUS search engine
 - Tickets must contain information on problem solution
 - Entered by either site of 1st line support
 - Validated by the ticket originator i.e. R-COD
 - Wiki page
 - Central – structured/maintained by C-COD (?)
 - Regional – to fit into regional needs, may be indexed by GGUS

- **Evaluate operations process in regions**
- **Helpful for taking decisions for transition into R-COD model**
- **Examples**
 - Tickets opened (during some period)
 - Tickets expired not handled
 - Closed alarms

- **A1 - use the same dashboard provided by the operations portal for: site, 1st line support, R-COD, and C-COD teams**
 - **R-COD and 1st line have the same view**
 - **difference in roles taken into account through authorization settings in the dashboard**
 - **Federation can refine responsibilities of teams**
 - **R-COD can easily oversee and fulfill all duties expected from *regional support* by the project**
 - **2 roles in GOCDB needed**

Assumptions to be validated (2)

- **A2: Use of GGUS for opening tickets to sites by R-COD - Prototype of the dashboard will not implement integration with regional helpdesks.**
 - **“Developer's nightmare”**
 - **None of first 4 federations joining R-COD model requires support for regional helpdesk**

- **A3: Escalation procedure for regions will be copied from regular COD at the beginning**
 - All time limits for ticket states will be copied
 - Last step: „escalate to political instances” will mean escalation to C-COD
 - What *should be* escalated to C-COD (proposal):
 - Incidents standing longer than 72 hours without a ticket assigned to them
 - Tickets with „expiration date” passed 3 days ago
 - 30-days-old tickets not solved
 - Ability to refine escalation procedure within region
 - Decided by some body e.g. C-COD
 - Based on some metrics e.g. overall region availability over 90% during last 3 months

Assumptions to be validated (4)

- **A4: Transition from regular COD to R-CODs will not take place in one go, the two systems are going to co-exist...**
 - ... for some time, depending on
 - availability of tools (dashboard)
 - R-COD metrics showing that C-COD effort is minimal, operations are in stable state
 - C-COD duties will be provided by federation joining R-COD model
 - C-COD effort will be minimal
 - R-COD knows what *could/should* to be escalated to C-COD
 - Federations joining R-COD will be allowed to quit regular COD shifts
 - Regular COD shifts will be provided by remaining federations

- **A5: Duties being Mandatory/Optional are to be define with regards to the project**
 - **Cannot impose a way of doing e.g. 1st line support internally**
 - **Set recommendations that are validated by pilot federations, Pole1 and ROC managers**

Discussion

