COD-17

http://indico.cern.ch/conferenceDisplay.py?confId=40252

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Logistics September 22-23

- **Logistics:**
  - Training session : Tuesday 14:00
    - Meeting point -- Barbaros hall B
    - Trainers : Vera/Cyril and
    - Trainees : A. Forti/D.Rand/M.Rogriguez/G.Borges/G.Netzer
  - Restaurant: meeting point at Mc Donalds at Taksim 20h00
- **Round the table-new people + feedback**
- **Pre-requisites COD-17 : Read the pole 1 document**

Important links of COD wiki: Pre-requisites to all CODs

- **Pending actions:**
- **https://twiki.cern.ch/twiki/bin/view/EGEE/COD_EGEE_III**
- **Pole tasks https://twiki.cern.ch/twiki/bin/view/EGEE/EGEE-IIITasks**

Contents

- **Since COD-16**
- **Goals of meeting :**
  - Assessment of poles tasks
  - Roadmap on next procedures and tools
- **Objectives of meeting**
  - Pole1 Regionalization of the service : Reach consensus
  - Status of Pole2 : Best practices and Operations Procedure Manual : Find staff by tomorrow or set-up rotation schema
  - Pole3 : COD Tools : Validate tool Prototype
- **Specific Agenda**

COD 16 - Action list

- HC to bring to SA1 coordination meeting for staff pbs of pole2
- HC to create mailing lists for each pole
- HC to assess training actions and needs to cic-on-duty mailing lists
- HC : gather priorities for Istambul (work on questionnaire from pole 3…)

- Pole 1: Phone conference asap within pole1 at least to start with the 4 federations – next Monday June 23rd ?
- Pole 1 : Procedure writing for r-COD and c-COD dashboard requirements
- Pole 3 : questionnaire for ROCs

- All pole : actions lists to be drawn in wikis
- All poles : phone confs to be set-up by summer pole1 only

Since COD16

- **Accounting test passing critical: GGUS#34374 →OPM**

  If there are more than 1 APEL failure for a given site, just leave 1 alive and mask all the others by this one.Create a ticket for the remaining alarm.

  Edit the description of the ticket to state clearly that even though the failure is reported for a given CE, this is not a CE failure but a failure on the APEL service for the whole site. Proceed with all sites in the same way.

  Reccord in the handover log at last step – Proceed as usual …

  ROCs corner: Critical tests lists release

  - Communication process is unchanged – should know before
  - List is subject to changes as for critical for users/alarms/availability – **into restructured OPM**

Since COD-16

- **Downtime for Operational tools SAM/GOCDB/GGUS/CICPORTAL/ENOC /gstat in progress**

- **Lead team tasks (backup team) :**

1- Presence needed to Weekly operations meetings :

15/09/08 Weekly operations meetings – UKI/CE

« Report from UKI COD

#8637 - couldn't get SAM results

#8907 - site removed from GOCDB, but SAM tests still available - unsolvable »

2- Handover form : please refer to the GGUS ticket number. Use the recommendations from COD16 template →pole3

3 - Fill in the operational use-case follow-up/ report to pole2 for problems/monitoring Tools.

All teams above tasks and best practices of next slide →OPM

→ OPM: Collection of recommendations for CODs on duty

- Close tickets that have changed problem type. close also if in doubt
- Do not escalate tickets where site admins replied
- Try to minimize number of tickets per site.
- Use masking of alarms.
- Try to answer comments from site admins and avoid sending template escalation mail (modify them)
- At Mondays handover in the operations meeting, the new team should communicate instructions, decisions in the handoverlog, as well as in related tickets
- Use the CIC on duty mailing list more frequently for getting help or instructions or important info such as Downtime for Operational tools SAM/GOCDB/GGUS/CICPORTAL
- Tickets assigned to developers should be followed up regularly
- In case of an observed excessive inactivity, report in the handover log
- Report problems with tests or cryptic error message in the mailing list and lead teams to update the operational use-case
- Assignment of tickets to sites in a time period less than the escalation step duration -- affects some ROCs
- Handling of alarms by weighing mechanism and date criteria

Aims of the meeting

- **Pole1 and 3 have precise objectives for this meeting :**
  - Procedure
  - Tools
- **What about Pole 2?**

- **Pole tasks https://twiki.cern.ch/twiki/bin/view/EGEE/EGEE-IIITasks**

Pole 2

- **Pole 2 tasks**

Lead team (backup team)--feedback to pole 2

- **Update of operational use-cases/ best practices https://twiki.cern.ch/twiki/bin/view/EGEE/OperationalUseCasesAndStatus**
- **https://gus.fzk.de/download/escalationreports/operations/html/20080901_EscalationReport_Operations.html**

OPM

Next release will includes

- Recommendations from wrap-up of COD16 – « Best practices »
- Lead team obligations please see above
- Recommendations to « apel test »

(Critical tests lest for availability)

(Handover report improvements asa it is ready)

(regional support procedure)

Editing/ Restructuring

Pole 2 tasks 1/

Best practices and procedures – Pole2 - Global	Estimation of work [PM]	
Coordination of pole2 – F2F meeting, phone conf, actions list update, wiki update	**2**	
Follow-up of operational use-cases wiki -- track issues down to requests on the OPM Manual /from Best Practices Requests to OPM to Validated requests to OPM cf https://twiki.cern.ch/twiki/bin/view/EGEE/Pole_2	**1**	**FR/Lead Teams**
Follow-up on Best practices recommendations – Gather, get validation- put requirements on COD tools or external SU from Best Practices recommendations – https://gus.fzk.de/download/escalationreports/operations/html/20080901_EscalationReport_Operations.html	**2**	**Lead teams**
Interface to external bodies –weekly operations meetings issues and SA 1 coordination meetings/ Handling of GGUS tickets to COD SU	**1**	

Pole 2 tasks 2/

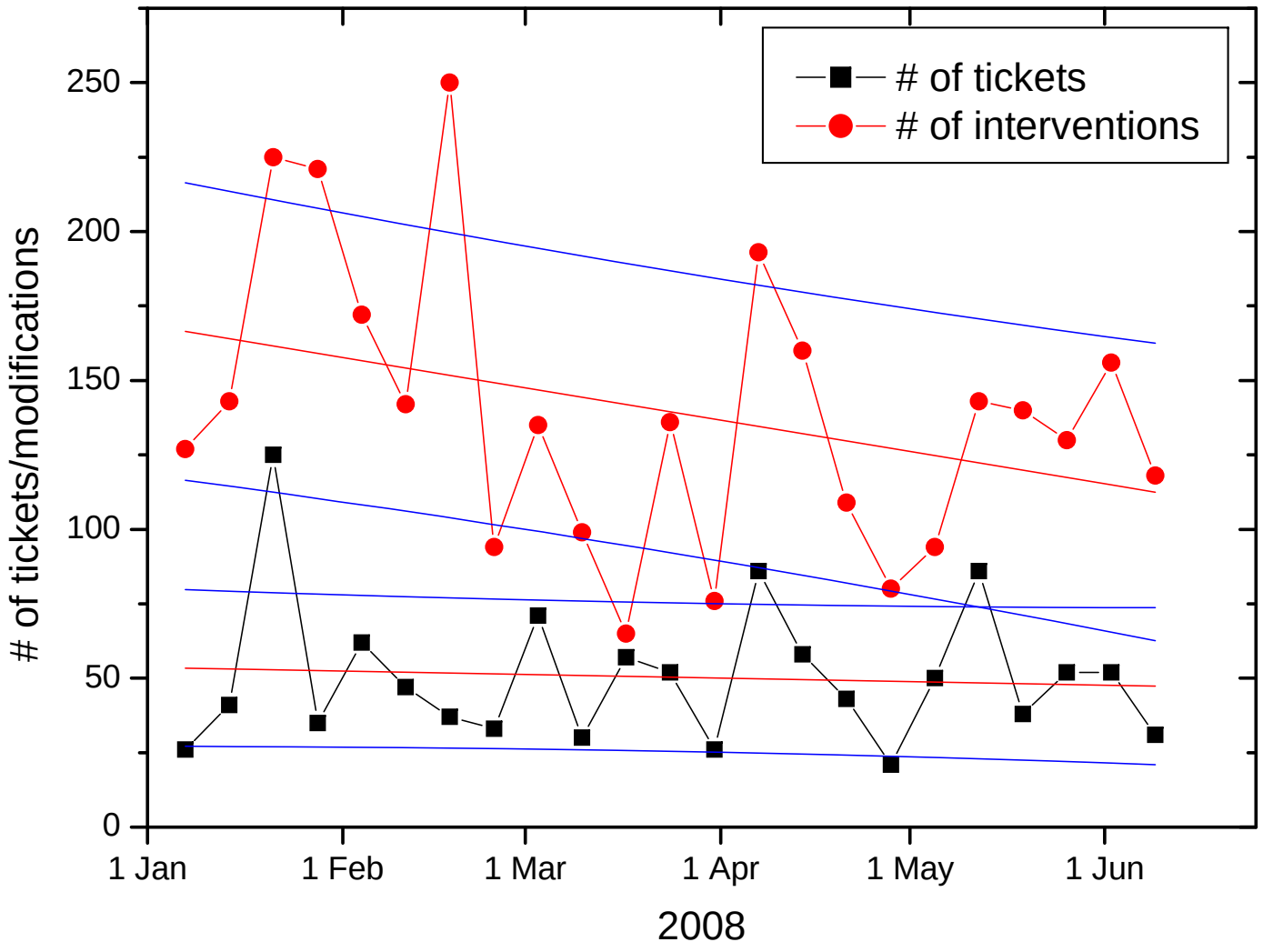
Best practices and procedures – Pole2 - Global	Estimation of work [PM]	
Follow-up on request for changes for the OPS Manual incl. from pole1 – get validation	**5.0**	**SE**
OPM Manual editing/release after quarterly meetings	**1.0**	**SE**
OPM restructuring	**1.0**	**SE**
Training on cod procedures/tools -needs Dissemination of COD activities	**1.0**	**FR – NE**

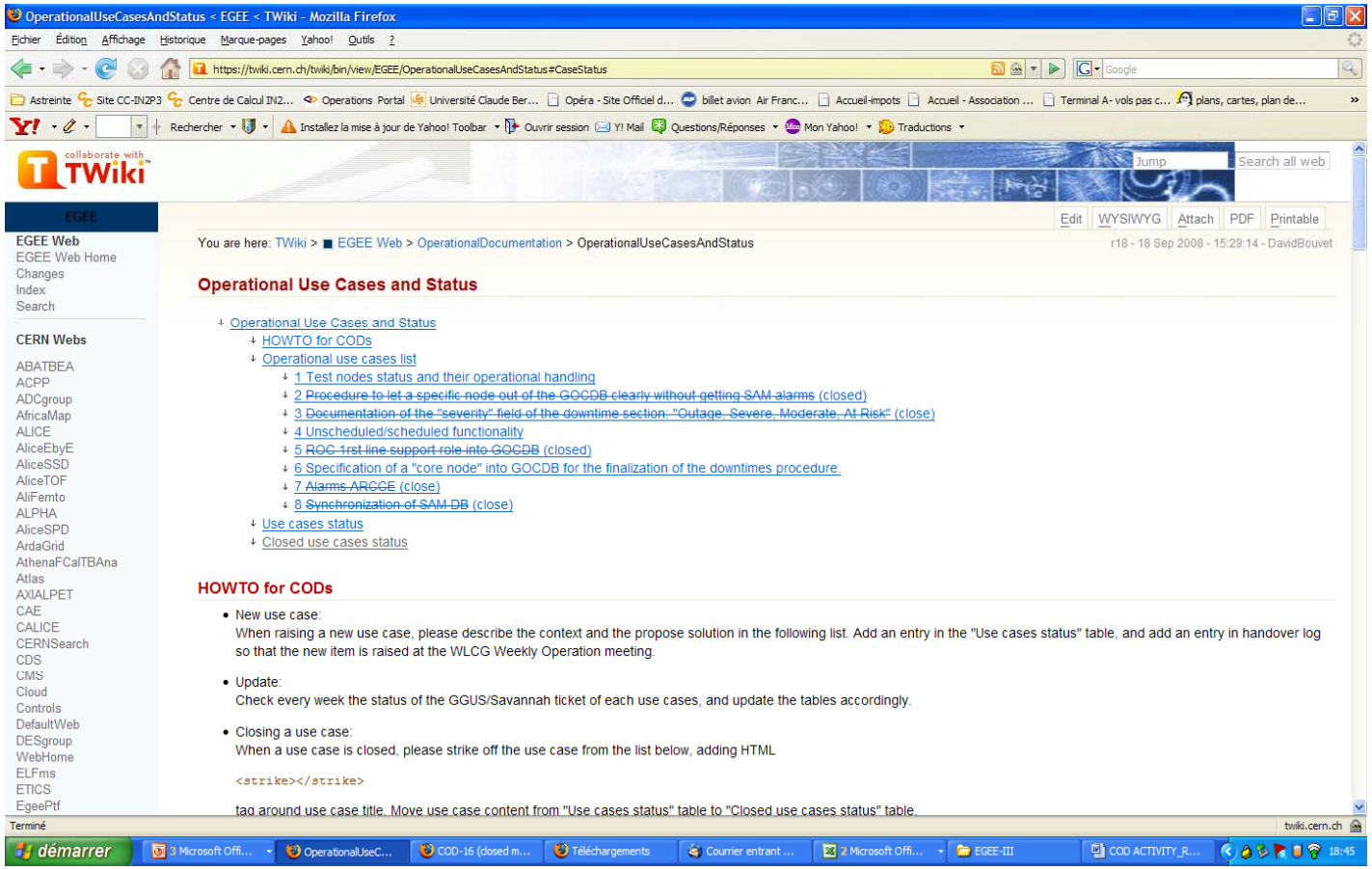
In conclusion for Pole 2

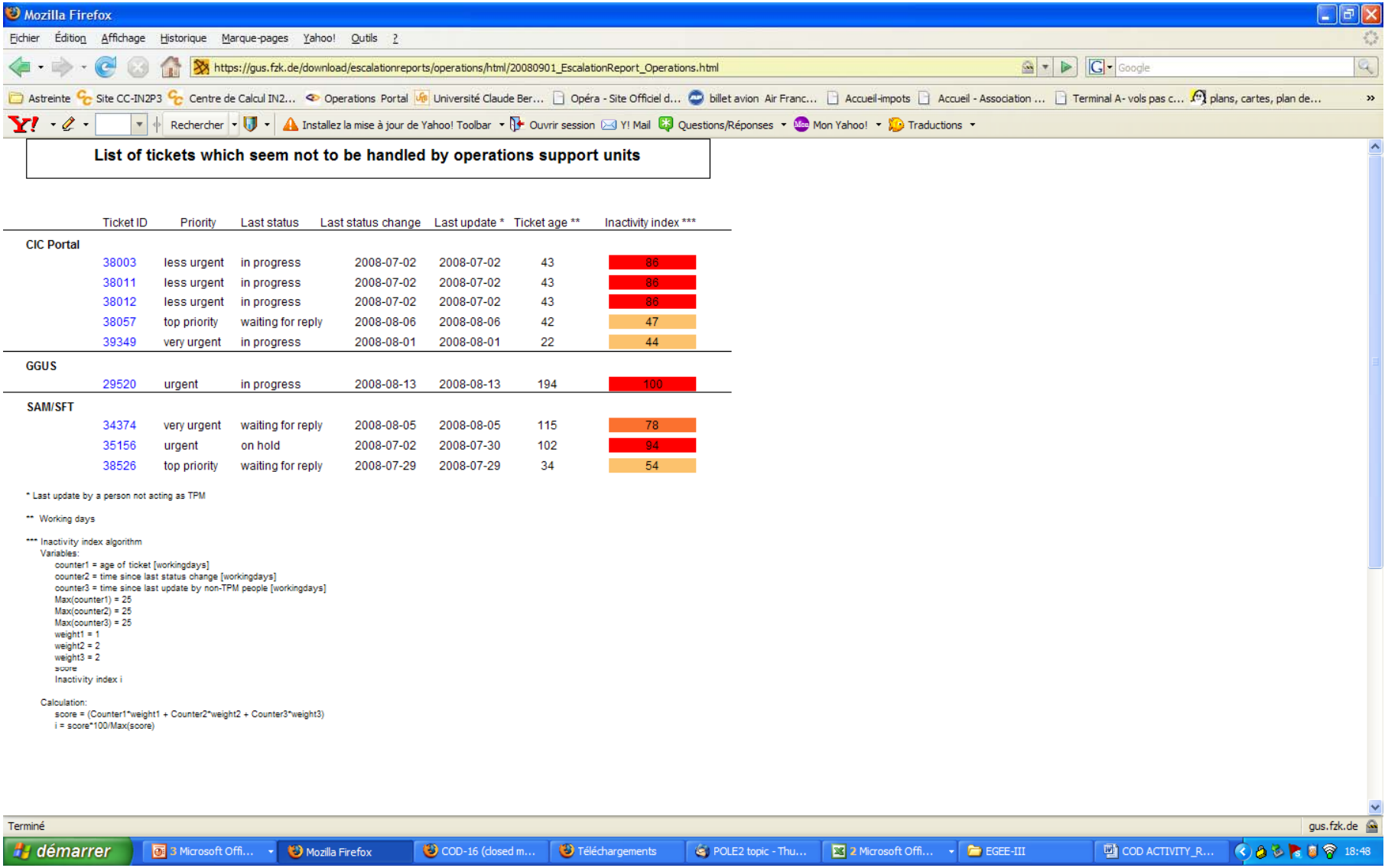
- COD duties and its evolution are all federations' business until the end of EGEE-III.
- Tomorrow we have to have enough volunteers to get the work done; Else I will recommand a rota with the least federations involved in the past.

- **What will be done…** at a regional level can benefit from what we are doing in the current model.
- We need this experience to assess c-COD duties are minimum
- The current model will lead to full regional operations with minimal central overhead if and only if current Best Practices and Procedures are integrated.

Evolution of COD workload




OperationalUseCasesAndStatus < EGEE < TWiki - Mozilla Firefox
https://twiki.cern.ch/twiki/bin/view/EGEE/OperationalUseCasesAndStatus#CaseStatus
collaborate with TWiki
Jump
Search all web
EGEE
EGEE Web
EGEE Web Home
Changes
Index
Search
CERN Webs
ABATBEA
ACPP
ADCgroup
AfricaMap
ALICE
AliceEbyE
AliceSSD
AliceTOF
AliFemto
ALPHA
AliceSPD
ArdaGrid
AthenaFCalTBAna
Atlas
AXIALPET
CAE
CALICE
CERNSearch
CDS
CMS
Cloud
Controls
DefaultWeb
DESgroup
WebHome
ELFms
ETICS
EgeePtf
Edit
WYSIWYG
Attach
PDF
Printable
You are here: TWiki > EGEE Web > OperationalDocumentation > OperationalUseCasesAndStatus
r18 - 18 Sep 2008 - 15:29:14 - DavidBouvet
Operational Use Cases and Status
Operational Use Cases and Status
HOWTO for CODs
Operational use cases list
1 Test nodes status and their operational handling
2 Procedure to let a specific node out of the GOCDB clearly without getting SAM alarms (closed)
3 Documentation of the "severity" field of the downtime section: "Outage, Severe, Moderate, At Risk" (close)
4 Unscheduled/scheduled functionality
5 ROC 1rst line support role into GOCDB (closed)
6 Specification of a "core node" into GOCDB for the finalization of the downtimes procedure.
7 Alarms ARCCE (close)
8 Synchronization of SAM-DB (close)
Use cases status
Closed use cases status
HOWTO for CODs
New use case:
When raising a new use case, please describe the context and the propose solution in the following list. Add an entry in the "Use cases status" table, and add an entry in handover log so that the new item is raised at the WLCG Weekly Operation meeting.
Update:
Check every week the status of the GGUS/Savannah ticket of each use cases, and update the tables accordingly.
Closing a use case:
When a use case is closed, please strike off the use case from the list below, adding HTML
<strike></strike>
tag around use case title. Move use case content from "Use cases status" table to "Closed use cases status" table.
Terminé
twiki.cern.ch
démarrer
18:45



List of tickets which seem not to be handled by operations support units

	Ticket ID	Priority	Last status	Last status change	Last update *	Ticket age **	Inactivity index ***
CIC Portal							
	38003	less urgent	in progress	2008-07-02	2008-07-02	43	86
	38011	less urgent	in progress	2008-07-02	2008-07-02	43	86
	38012	less urgent	in progress	2008-07-02	2008-07-02	43	86
	38057	top priority	waiting for reply	2008-08-06	2008-08-06	42	47
	39349	very urgent	in progress	2008-08-01	2008-08-01	22	44
GGUS							
	29520	urgent	in progress	2008-08-13	2008-08-13	194	100
SAM/SFT							
	34374	very urgent	waiting for reply	2008-08-05	2008-08-05	115	78
	35156	urgent	on hold	2008-07-02	2008-07-30	102	94
	38526	top priority	waiting for reply	2008-07-29	2008-07-29	34	54

* Last update by a person not acting as TPM

** Working days

*** Inactivity index algorithm
Variables:
counter1 = age of ticket [workingdays]
counter2 = time since last status change [workingdays]
counter3 = time since last update by non-TPM people [workingdays]
Max(counter1) = 25
Max(counter2) = 25
Max(counter3) = 25
weight1 = 1
weight2 = 2
weight3 = 2
score
Inactivity index i

Calculation:
score = (Counter1*weight1 + Counter2*weight2 + Counter3*weight3)
i = score*100/Max(score)