



Enabling Grids for E-science

COD-17

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

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- **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**

- **POLE1 discussion**

- **POLE3 prototype**

- **POLE 2 staffing pb :**

Lead teams (backup teams) : Weekly gathering of use cases through wiki, tickets on to ops tools, tickets on to COD SU for requests for changes into the OPMannual, handover report, mail to ciconduty mailing list.

Diana, Ioannis, Hélène: Record input in Wiki. Validation. Release after F2F meeting/Restructuring of OPM.

Best practices and procedures – Pole2 - Global	Estimation of work [PM]	
Coordination of pole2 – F2F meetings, phone conf, wiki update, actions list update	2	Lead Teams/FR
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	Lead Teams/FR
Interface to external bodies –weekly operations meetings issues and SA 1 coordination meetings/ Handling of GGUS tickets to COD SU	1	Lead teams/FR
Follow-up on Best practices recommendations – Gather, get validation- put requirements on COD tools or external SU from Best Practices recommendations and put requests to OPM editing	2	Lead teams/FR

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-CERN
OPM Manual editing/release after quarterly meetings	1.0	SE-CERN
OPM restructuring	1.0	SE-CERN
Training on cod procedures/tools -needs Dissemination of COD activities	1.0	FR – NE

Next release includes:

- Recommendations from Best Practices
- Lead team obligations
- Recommendations to « apel test »

For COD18

(Critical tests lest for availability)

(Automatic Handover report improvements asa it is ready)

(regional support procedure)

(cf other suggestions into COD16 wrap-up presentation in the wiki for the restructuring work)

- **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 when reaching last step – Proceed as usual ...

- **Need to specify in the OPS manual what services are critical for the site availability (Site downtime)**
 - in the OPS manual it is missing a clear description of what services are critical for the site's availability. There should be a distinction between services/nodes that, when failing, should be set to downtime and those that should affect the overall site, therefore the whole site should be set in downtime.
- **Recommandation to set the downtime at the Node level at second step of the escalation process for this test.**

- 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 cic on duty mailing list.**
- Assignment of tickets to sites in a time period less than the escalation step duration – recommendation to some ROCs who assign to sites rather than COD directly.
- Handling of alarms by weighing mechanism and date criteria : Do not leave out alarms unattended at.



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→ OPM Filling the Handover log

for Operations Meeting

List unresponsive sites (escalated to political instances)

Note name of Site and ROC, as well as GGUS Ticket number and reason for escalation

Report any problems with operational tools during shift

Did you encounter any issues with the COD procedures, Operational Manual?

Report encountered problems with grid core services

Any Savannah/GGUS tickets that need more attention to a wider audience?

Statistics

Simply add a permanent link of the COD metrics to the handover broadcast

for CODs

Did you encounter any Tickets that changed 'character' ? (no longer a simple incident that can easily be fixed, but rather a problem that may result in a Savannah bug)

Any alarms that could not be assigned to a ticket (, or masked by another alarm)?

Any Tickets opened that are not related to a particular alarm

Anything else the new team should know?

Instructions received from recent Operations Meeting (for Teams taking over only)

- Lead team tasks (backup team) : both are responsible for:
 - 1- Presence to Weekly operations meetings
 - 2- Fill-in the uses-cases report/open tickets OR report to pole2
- <https://twiki.cern.ch/twiki/bin/view/EGEE/OperationalUseCasesAndStatus>
- https://gus.fzk.de/download/escalationreports/operations/html/20080901_EscalationReport_Operations.html
- 2- Fill in handover log : According to the recommendations below

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>

Next meeting COD-18 in Abingdon, UK - Dec 1-3rd

Pole1 : if consensus reached then we get to present the model to the federations – to be in operations as soon as prototype is ready

Goal : Pole 2 on tracks

Pole 3 : Prototype of COD dashboard validated by CE