ROC Role and responsibility

The EGEE grids 'operations' organizations must guarantee:

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- Inter-working and interoperable Grid management, Grid monitoring and User and Service support systems in order to allow the most suitable VO grid configuration across the national/regional grids.
- Grid Services (computing and storage and collective services) deployment in coordination and cooperation between ROCs-CICs,

To cover these roles, each ROC has to provide the following operations:

- Coordinate release installation and configuration in their resource centres and validate them.
  - Provide support to resource centres managers and VO users , interact with Application/VO specific support
  - Refer and escalate middleware problems to developers
  - Provide monitoring system and collaborate with CIC to read and check monitoring information and to react to bad performance of the running Grid services
  - Define the tools measuring the service level provided by resource centres computing and storage services and by other grid services located inside the their region/federation

ROC 'specific' information and organization:

Resource Centers represented by the ROC:

- Resources:
  - Name resource centres
    - Resources - #cpu (specint?), # TB storage, …
    - Evolution planned at month 1, 6, 15
    - When Resource Center joins EGEE
    - FTE for local site support and management (need > min), dedicated to EGEE
    - Name Grid-System manager, security manager
    - Policy for:
      - Which VO supported …
      - VO policies
      - System support and Availability (on-call hours etc)
      - …
    - Expertise available
    - Ability to run general grid services (IS, RLS, Resource Broker, etc)

Activities organization:

  - List of organisation – teams, etc
  - People – and responsibilities – must name unfunded people (and funded if known)

1. Certification of the release, release documentation and distribution

The Certification Activity is a collaborative activity between the 'ROCs/Release group', the ROC subgroup of people dedicated to this activity and the 'central' group of people, in strict contact with Middleware developers.
It needs to have a dedicated and distributed (in several sites) certification testbed.

ROCs-Release Group customize the 'official' release for its region adding specific region VO and eventually specific or simplified configuration, installation, upgrade procedure and documentation specific for its region.
The Roc-Release Group may need the definition of a CVS packages repository, mirroring and eventually locally reorganizing the content repository.
ROC – Release Group need a specific repository to collect resource centres and services configurations and configuration and automatic installation tools for the production infrastructure sites. This has to be a collaborative development and coordination between the various ROC – Release Group. Each Roc needs a 'Mini' installation testbed to verify installation procedures before distribute instructions inside the region.
Define escalation procedure to middleware developers: who is allowed to submit bugs and how they are informed about upgrade with bug solution.

Personnel: 2 persons in each ROC, it is not an 'operation' activity then no needs to have 24X7 coverage

2.ROC Management Team

1. New release/upgrade installation

Has the responsibility to coordinate the upgrade or new installation with the Resource Centres
Keeps a repository of Resource Centres and services configurations
Collaborate with Grid-manager Resource Centres to install/upgrade middleware release

2. Site and services certification

ROC Management Team in collaboration with Resource centres Grid manager 'certificate' the Resource Centres, this action need to have a site complete certification suite as much as possible independent from the specific middleware release besides a testing programs to verify and validate resources and Grid services installation and upgrade of the specific middleware release provided by JRA. After successful certification the Grid resource are allowed to be registered in the Grid Information Service
A similar procedure has to be defined to configure and validate a Grid Service (RB, RLS, etc) inside the region. This has to be communicated and agreed with the CIC.

3 .Development of specific procedures to recover or proactively avoid congestion or faulty situation both for grid services and sites resources.

Personnel: 8 people

3.ROC: Operational and User Support Service Team

How it is locally organized and managed inside each ROC?

User and Service Support

- VO Applications support,
- VO Services (VOMS, RLS and V0 specific Grid services)
- Resource centres GRID support
- Release/Installation/documentation support
- Infrastructure Grid Services support (Production GRID RB, RLS, Monitoring service, GIS)

Define escalation procedure from 'supporters group' to Roc-ReleaseGroup.

Coordination of support procedure and ticket-database exchange procedure to provide interoperability between ROCs support systems and give users 'transparent' problem resolution.

ROC Responsibility to have a 24X7 support in place for each of the support categories, with mandate to take and handle tickets in two hours time and resolve or escalate it, interacting with the submitter within 5 days.

Personnel: ?

4. **Monitoring/Service Team:**

Maintain and develop the monitoring tools (GridICE, Mapcenter, GridPP, ….) and servers and keep them up and running

Monitoring computing and storage services in the region resource centres (CE, SE …)

Produce periodic report and conformance with resource centres SLA

Monitoring Grid Services (Resource Brokers, RLS, GIS etc) performance. Produce periodic report about SLA and usage in accordance with CIC.

Monitoring and report VO usage/availability/job monitoring of resources

Keep a dynamic repository of resource centers Service level Agreement and policies rules. Maintain history and produce report of resource availability and sharing.

Handle and manage security/authorization problems and configuration in collaboration with resource centers.

Personnel: 4 people

5. **Management (installation and deployment), support and monitoring tools development**

Following experience, define implementation plan of the missing components, providing Inter-operability and inter-working of management, deployment and support tools between ROCs and CICs.

Joint activity between ROCs and CICs, at least 3 dedicated people plus coordination with each ROC/CIC