

SA1 - All Activity Meeting  
Markus Schulz

SUMMARY:

- \* Role of OCC as a ROC for sites, which are not associated to EGEE ROCs
    - scale/costs
  - \* Need to set up procedures and allocate resources on how to address needs of related projects/outside projects (use case)
  - \* Support of ROCs for production AND pre-production services is needed to reach a certain scale for both
  - \* The quality of the user support model, while it is in place, has not been evaluated. Does it scale with the size of the problem?
  - \* Role of coordination, including information flow, advertising etc. of available services (internal and external) should be improved
- \* Smooth EGEE-II transition - for EGEE, we hit the start running, for EGEE-II we keep on running.

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John Gordon:

- OCC has some of the rules of the OMC - What happened to Management?
- OMC had split role of coordination. Nothing changed, apart from the name

Enzo Valente:

- OCC is ROC for non-EGEE regions
- Acts as a ROC for Related projects - Only if non matching ROC available

John Gordon:

- Production And pre-production services supported by ROC
- Scale of pre-production needed to adapt to the final production scale
- It is questioned, whether it is necessary to make this mandatory

Wojtek Wislicki:

- Does this matter of pre-production services concern LCG service challenges - no

Peter Kunszt:

- Difference between testing and certification
- Wouldn't it make sense to put testing and certification together as opposed

Erwin Laure:

- Select from within and external sources
- Agree on selection of components
- All activities should aim to work on the same set of agreed components

Bob Jones:

- Do you have a mechanism of bringing back the work from other regions?
- Open software projects

John Gordon:

- We do not advertise these results enough.
- Wiki page is mentioned several times

???:

- We do not have a model in place for user support
- The infrastructure is missing, the model is there
- Actually, the quality of the model has not been evaluated

Vincent Breton:

- We did not really have a good support for the number of users being supported
- We need to adapt on to learn from that

???:

- Past experience have shown things, that they have worked well - link with deployment activity

John Gordon:

- Discussion for next project, but also discussion for things to be done immediately.

Vincent Breton:

- Application - Resource Provide Coordination
- Prepare a use case on how to address external use case
- What resources are needed to handle external projects

Markus

- Responsibilities of ROC - training - cooperation with NA3
- Content from SA1, organization from NA3