CIC process

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CIC Dashboard

Current Model

- Primary and Backup teams split ROCs
  - Raise tickets on sites via GGUS
  - Follow up on tickets if no apparent progress
  - Escalate sites to weekly Ops meeting
  - Attend Weekly Ops meeting for handover

- We normally have 1 person raising tickets, 1 person following up

New Model

- Sites subscribe to notification of issues
  - Can ask 1st line support for help
  - 1st line support can offer to help if sees issue
- After 24 hours R-COD tickets site
  - Via regional helpdesk or GGUS
- Similar escalation procedure to current model but final step is escalation to C-COD
- C-COD is global role coordinating and representing all R-CODs

http://home.agh.edu.pl/~radecki/pole1/rcod-model-final-draft.pdf
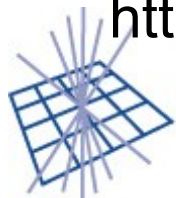
Open Questions

- First Line support team
  - Minimal, passive or active?
  - Who?
  - Separate or integrated with R-COD team?
- Regional Helpdesk?
- When to switch?