

CIC process

Derek Ross
STFC(RAL)
derek.ross@stfc.ac.uk



GridPP
UK Computing for Particle Physics






Science & Technology Facilities Council
e-Science

CIC Dashboard

New alarms (All regions)

Today is 22/10/2008, it is 12:50 UTC
Currently 119 New alarms

-  - The Node is currently in Downtime. Pass mouse over image to view details
-  - The Site is currently in Downtime. Pass mouse over image to view details
-  - Node is not registered in the GOC-DB, or has monitoring switched off

	ID	Test	Node	Network	status
<input type="checkbox"/>	212045	LFC-host-cert-valid	lfc-lhcb.gridpp.rl.ac.uk	UNKNOWN HOST	error
<input type="checkbox"/>	212576	BDII-check	egeeii01.ifca.es	-	ok
<input type="checkbox"/>	212000	SRMv2-get-SURLs	gsiftppgrid03.lal.in2p3.fr	-	error
<input type="checkbox"/>	212646	SRM-put	castorgrid.cr.cnaf.infn.it	-	error
<input type="checkbox"/>	212572	SRM-put	srm.pic.es	-	ok
<input type="checkbox"/>	212575	SRM-put	srmatlas.pic.es	-	ok
<input type="checkbox"/>	212656	SRM-put	srm-v2-cms.cr.cnaf.infn.it	-	error
<input type="checkbox"/>	212569	SRM-put	srm1hcb.pic.es	-	ok
<input type="checkbox"/>	212659	SRM-put	castorsrm.cr.cnaf.infn.it	-	error
<input type="checkbox"/>	212128	SRM-put	srm.ciemat.es	TIMEOUT	ok
<input type="checkbox"/>	211894	SRM-put	ariddnm01.ifca.es	-	error

Open GGUS tickets (All regions)

View ticket id:

List updated on Wed, 22 Oct 2008 14:50:21 CEST

ID	Node	Alarm	test status	Gstat	Last escalation	Expires on
9162	grid008.to.infn.it	194784	error	INFO	Solved by ROC	2008-10-20
9016	egceaix.frascati.enea.it	193389	error	ERROR	Solved by ROC	2008-10-21
9348	bdii101.grid.ucy.ac.cy	211209	ok	INFO	1st mail to site admins	2008-10-23
9347	kriit.eenet.ee	210908	ok	ERROR	Solved by ROC	2008-10-23
9346	birzs.latnet.lv	208633	error	OK	1st mail to site admins	2008-10-23
9345	mon.inrne.bas.bg	211352	error	INFO	1st mail to site admins	2008-10-23
9344	fobas.itpa.it	211172	ok	INFO	1st mail to site admins	2008-10-23
9343	kg-se01.cc.kuleuven.be	208931	error	INFO	Solved by ROC	2008-10-23
9340	alice18.spbu.ru	210600	ok	OK	Solved by ROC	2008-10-23
9339	alice19.spbu.ru	210965	ok	OK	Solved by ROC	2008-10-23
9338	srm-atlas.gridpp.rl.ac.uk	211250	ok	WARN	1st mail to site admins	2008-10-23
9337	testbed005.grid.ici.ro	211347	ok	ERROR	1st mail to site admins	2008-10-23
9336	lhcb-se.nipne.ro	211135	warn	INFO	1st mail to site admins	2008-10-23
9333	grid001.ics.forth.gr	210759	ok	INFO	1st mail to site admins	2008-10-23



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Current Model

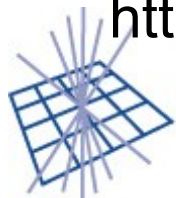
- Primary and Backup teams split ROCs
 - Raise tickets on sites via GGUS
 - Follow up on tickets if no apparent progress
 - Escalate sites to weekly Ops meeting
 - Attend Weekly Ops meeting for handover
- We normally have 1 person raising tickets, 1 person following up



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?



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