Subject: Re: [LCG MB] Minutes of MB meeting - 29.08.2006
From: Fabio Hernandez <fabio@in2p3.fr>
Date: Tue, 05 Sep 2006 04:37:30 +0200
To: Alberto Aimar <alberto.aimar@cern.ch>
CC: "worldwide-lcg-management-board (LCG Management Board)"
<worldwide-lcg-management-board@cern.ch>

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Alberto Aimar wrote:
  Dear MB Members
      the draft minutes of the latest Management Board meeting
  are available at

  https://cern.ch/twiki/bin/view/LCG/MbMeetingsMinutes
>...

Alberto,

I would like to propose replacing the paragraph:

"L.Robertson asked how problems involving other sites or experiments are solved.
F.Hernandez replied that for the moment there are no procedures agreed. The way is to
call the number on the Contacts page, which is the phone of the guardian that has then
to address the request further. IN2P3 is working on improving this procedure."

by

"L.Robertson asked how problems involving other sites or experiments are solved.
F.Hernandez explained that the telephone number in the Contacts page is the PBX number
of the site: calls to this number will be answered by the guardian (who does not
necessarily speak english) during the non-office hours.

A suggested way of solving this problem, within the frame of the current implementation
of the on call service, would be to agree on well defined operational messages sent to
a particular e-mail address (or the central User Support address) so that the alarming
system in place can trigger an intervention by the on call engineer, if needed."

Regards,
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