R-COD model readiness in CE

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Enabling Grids for E-sciencE

- **R-COD & 1st line support organization**
  - People
  - Shifts
  - Tools & share of responsibilities
  - Communication
- **C-COD**
- **Knowledge sharing**
  - Short term problems
- **Regional helpdesk**

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- **Separate from R-COD team, IISAS + PSNC, 0.91 FTE**
- **Duty shifts**
  - ~8 hours, 5 days in a week coverage
  - one person each day
- **Communication**
  - regional jabber for direct communication with site admins
  - All 1ˢᵗ line + on-duty supporter contact: mailing list
  - Handover on mailing list for communication between shifters
- **On-duty tasks**
  - Analysing new SAM alarms in regional dashboard at CIC portal
  - Also watching other monitoring tools (Nagios, Gstat)
  - Using SAMAP for checking if the problem is solved
  - Using glogin for closer problem diagnosis
  - Assists sites

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- **2 persons from CYFRONET, ~0.25 FTE**
- **Duty shifts**
  - Acting 2 times a day
  - one person for entire week
- **Communication**
  - Reads notes from site and 1st line in regional dashboard
  - If needed asks 1st line via mailing list
  - Reachable through separate e-mail alias
  - Handover through weblog
- **On-duty tasks**
  - Look at regional dashboard for old alarms
  - Raise tickets
  - Escalate cases to C-COD

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- **2 representatives**
  - Małgorzata – one of the C-COD leaders
  - Marcin – observer

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- **1ˢᵗ line use a wiki page**
  - Entries added when 1ˢᵗ line decide it is necessary
  - Or on site's demand
  - http://wiki.grid.cyfronet.pl/1stLineSupport
  - Short term problems can be documented there

- **Will you install a web forum tool in your region to facilitate knowledge sharing between admins and 1st line support?**

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- **Proposal**
  - R-COD in CE will use GGUS tickets