

R-COD in UKI

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- **UK & Ireland: 2 countries, 3 major grid projects involved in EGEE III**
 - **Grid-Ireland, GridPP, NGS**
- **Start of EGEE III – COD duties performed by T1**
- **Past 6 months – T2 shadow T1 in COD then took over**

- **ROD - 1 person from each operations partner**
 - TCD, Glasgow, Manchester, Oxford and London IC
- **Duty shifts**
 - Shift assignments are to one core person (plus one backup)
 - Each shift is for the duration of the week
 - Shifts are recorded in a team Google calendar
- **Communication**
 - All members are on a central operations mailing list
 - Google chat used for real time discussion. (Skype virtual control room preferred but issues with some institutions).
 - Handovers - standard weblog mechanism
 - Status checked at weekly deployment meetings. A mail is also sent to the list with a link to the log. The mail includes a reminder to next person(s) on shift.

- **The R-COD activities (pretty standard)**
 - (1) Checking every hour for new issues via the regional dashboard
 - (2) Raising tickets where there is a problem
 - (3) Provide advice to site where possible and/or alert all sites of none site specific problems
 - (4) Following up on tickets
 - (5) Use SAMAP to check if problems are solved
 - (6) Write a brief handover report - keep a common e-log/diary online
 - (7) Monitor the grid-ops list for items awaiting follow-up/response.

Ongoing support and communication

Site support uses a two Tier approach

- **Sub-regions** (based around GridPP Tier-2s plus Grid-Ireland) support their sites and users as best they can. There are monthly management and technical meetings and sub-region support lists
- **National**. At this level we have a central deployment team who discuss issues weekly and a list for team support questions. We also run a much used region-wide support and information list (a UKI version of LCG-ROLLOUT).

User support

- We now run a federation support list where users can ask questions and which we can use to inform the community of matters that may impact them.

Daily problems

- Generally dealt with via GGUS tickets. Within the ROC we assign the tickets to either a group or expert supporter.

- **Depending on the outcome of discussions today....**
- **1 representative**
 - John Walsh (TCD, Ireland)
- **But UKI supports the model where a small number of federations continue with central duties for rest of EGEEIII, to trial an EGI-type solution**

— Two main methods

- **wiki** entries (agreed conclusions or to provide surrounding details to a technology, problem or issue).
- **Blogs** (current activities and information that others may find helpful).

Blogs are aggregated at <http://planet.gridpp.ac.uk/>
BUT drawback is lack of a good search function

No current plans for additional tools - already too many sources of information, difficult to keep current. We also favour continued support of the GOC wiki.