ROD model assessment ROC RUSSIAN

By Victor Edneral   & Grigory Shpiz

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www.eu-egee.org

e-infrastructure

- 15 Sites

- 2162 (GStat) CPUs

www.eu-egee.org

e-infrastructure

Enabling Grids for E-sciencE

- **1ˢᵗ line support**
  - Valeriy Kirichenko <Valera.Kirichenko@itep.ru>
  - https://glse.itep.ru/usersupport/index.php?t=kbase&pla=ROC_Russia
- **ROD**
  - rcod@egee.sinp.msu.ru
  - Victor Edneral
  - Grigory Shpiz
  - Alexander Berezhnoy
  - A duty per day timetable on **a day-to-day basis**
- **Knowledge Sharing**
  - Language problem

Enabling Grids for E-sciencE

What tools are currently utilized for Knowledge Sharing:

- **WIKI page**
  - **https://glse.itep.ru/usersupport/index.php?t=kbase&pla=ROC_Russia**

- **mailing list rcod@egee.sinp.msu.ru**

Enabling Grids for E-sciencE

- **30-day-old tickets which have not been solved – to C-COD**

- **We open tickets after 24 hours**

- **Tickets have an "expiration date" which passed 3 days ago**

- **1st line support is *in passive explicit* mode**

- **We use the standard EGEE regional tools for a duty. At the first look they are useful and comfortable tool**

Enabling Grids for E-sciencE

- **Language problem**
  - 1st line support
  - Regional letter templates. And regional management of the templates
- **SAM testing without alarms stretching**
- **Step escalation to ROC level**