

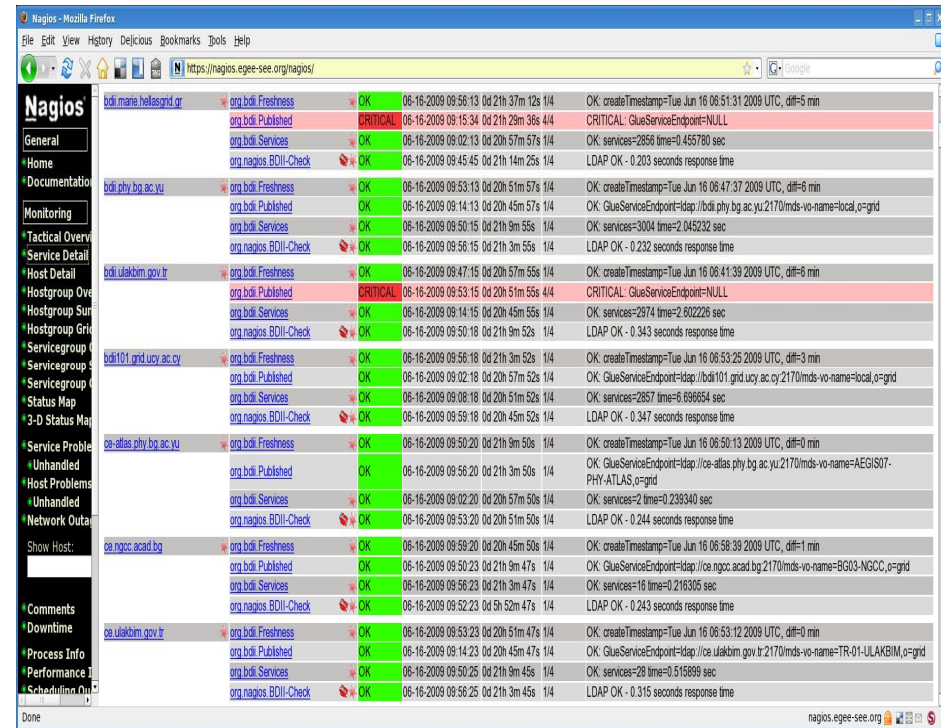
R-COD model readiness in SEE

E. Atanassov, T. Gurov
COD20, Helsinki, Finland
17 June 2009

- **R-COD & 1st line support organization**
- **Regional helpdesk**
- **Transition to EGI**

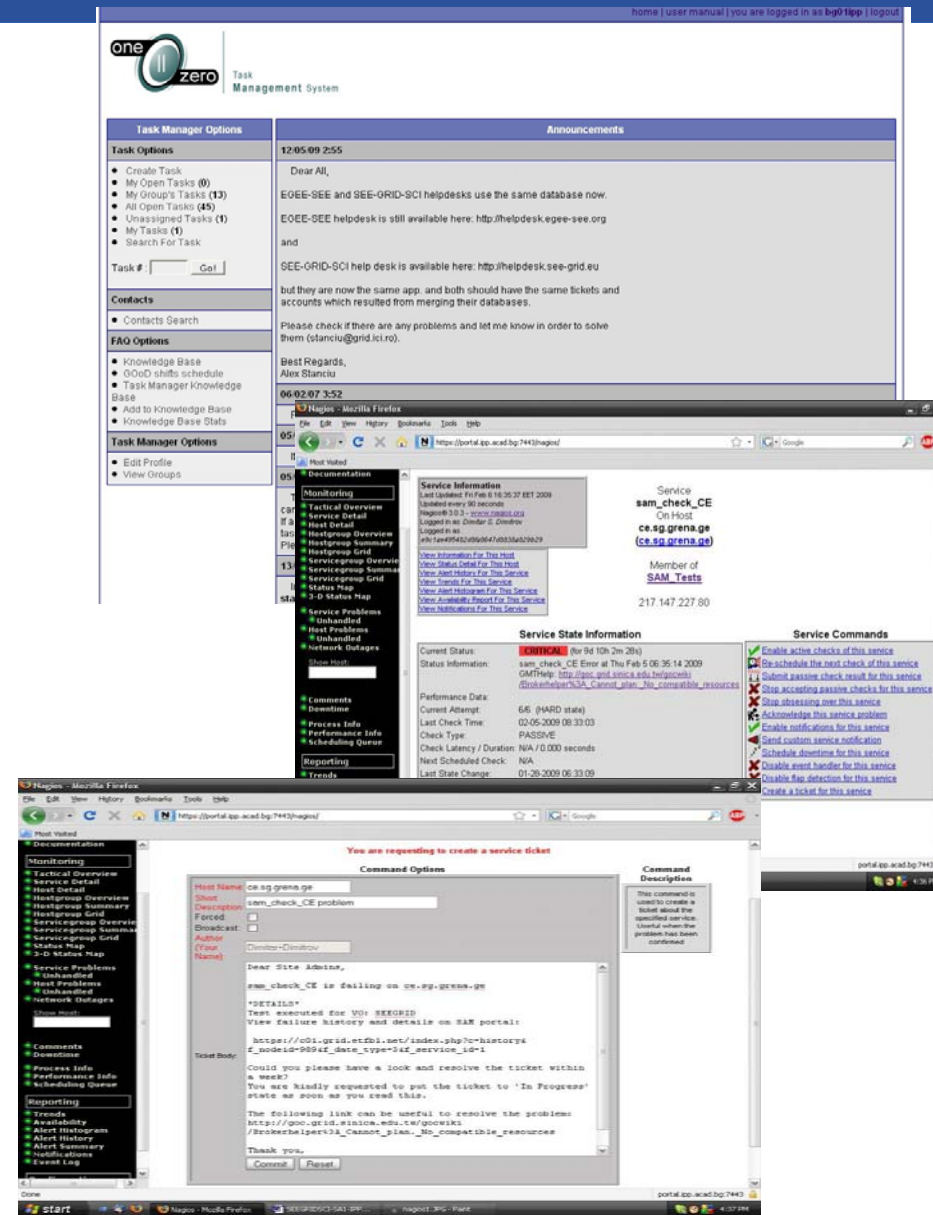
- The SEE ROC comprises of 7 countries
- Each country has a “country representative” person in SEE ROC
- The country representative oversees the 1st line support in the country
- Each country may have also other persons performing 1st line support
- The “country representative” will be initially R-COD member (or can designate a deputy for this work)
- The BG team will ensure the smooth transition to a fully national model with a backup R-COD for alarms and tickets that are not taken care of within 48 hours
- Initial training of country representatives has been performed.

- 1st line supporters:
 - Analyse new SAM alarms in regional dashboard at CIC portal
 - Also watch other monitoring tools (Nagios, Gstat)
 - 1st line supporters can open tickets in regional helpdesk when they believe an alarm requires such ticket.
- If no resolution within 24 hours – country R-COD member reacts.
- If no action from country representative within 48 hours – BG team opens ticket.
- Communication within a country depends on the situation within the country – in some cases small number of sites and direct contact between 1st line support and site administrators.
- Greece has registered many R-CODs because they are going to implement periodic shifts of R-COD. At least for the beginning (every 2 weeks we will have a team).



Host	Service	Status	Output	Check Command	Check Type	Check Period	Last Check	Next Check	Current Value	Unit	Service Description
bdi.marie.hellasgrid.gr	org.bdi.Freshness	OK	06-16-2009 09:56:13 0d 21h 37m 12s 114	OK: createTimestamp=Tue Jun 16 06:51:31 2009 UTC, diff=5 min	OK	1h	06-16-2009 09:56:13	06-16-2009 10:56:13	0	min	org.bdi.Freshness
bdi.marie.hellasgrid.gr	org.bdi.Published	CRITICAL	06-16-2009 09:15:34 0d 21h 29m 36s 414	CRITICAL: GlueServiceEndpoint=NULL	CRITICAL	1h	06-16-2009 09:15:34	06-16-2009 10:15:34	0	min	org.bdi.Published
bdi.marie.hellasgrid.gr	org.bdi.Services	OK	06-16-2009 09:02:13 0d 20h 57m 57s 114	OK: services=2856 time=0.455780 sec	OK	1h	06-16-2009 09:02:13	06-16-2009 10:02:13	2856	sec	org.bdi.Services
bdi.phy.bg.ac.vu	org.nagios.BDI-Check	OK	06-16-2009 08:45:45 0d 21h 14m 25s 114	LDAP OK - 0.203 seconds response time	OK	1h	06-16-2009 08:45:45	06-16-2009 09:45:45	0.203	sec	org.nagios.BDI-Check
bdi.phy.bg.ac.vu	org.bdi.Freshness	OK	06-16-2009 09:53:13 0d 20h 51m 57s 114	OK: createTimestamp=Tue Jun 16 06:47:37 2009 UTC, diff=6 min	OK	1h	06-16-2009 09:53:13	06-16-2009 10:53:13	0	min	org.bdi.Freshness
bdi.phy.bg.ac.vu	org.bdi.Published	OK	06-16-2009 09:14:13 0d 20h 45m 57s 114	OK: GlueServiceEndpoint=ldap://bdi.phy.bg.ac.vu:2170/mnds-vo-name=local.o-grid	OK	1h	06-16-2009 09:14:13	06-16-2009 10:14:13	0	min	org.bdi.Published
bdi.phy.bg.ac.vu	org.bdi.Services	OK	06-16-2009 09:50:15 0d 21h 9m 55s 114	OK: services=3004 time=2.045232 sec	OK	1h	06-16-2009 09:50:15	06-16-2009 10:50:15	3004	sec	org.bdi.Services
bdi.phy.bg.ac.vu	org.nagios.BDI-Check	OK	06-16-2009 09:56:15 0d 21h 3m 55s 114	LDAP OK - 0.232 seconds response time	OK	1h	06-16-2009 09:56:15	06-16-2009 10:56:15	0.232	sec	org.nagios.BDI-Check
bdi.ulakbim.gov.tr	org.bdi.Freshness	OK	06-16-2009 08:47:15 0d 20h 57m 55s 114	OK: createTimestamp=Tue Jun 16 06:41:38 2009 UTC, diff=6 min	OK	1h	06-16-2009 08:47:15	06-16-2009 09:47:15	0	min	org.bdi.Freshness
bdi.ulakbim.gov.tr	org.bdi.Published	CRITICAL	06-16-2009 09:53:15 0d 20h 51m 55s 414	CRITICAL: GlueServiceEndpoint=NULL	CRITICAL	1h	06-16-2009 09:53:15	06-16-2009 10:53:15	0	min	org.bdi.Published
bdi.ulakbim.gov.tr	org.bdi.Services	OK	06-16-2009 09:14:15 0d 20h 45m 55s 114	OK: services=2974 time=2.602226 sec	OK	1h	06-16-2009 09:14:15	06-16-2009 10:14:15	2974	sec	org.bdi.Services
bdi.ulakbim.gov.tr	org.nagios.BDI-Check	OK	06-16-2009 09:50:18 0d 21h 9m 52s 114	LDAP OK - 0.343 seconds response time	OK	1h	06-16-2009 09:50:18	06-16-2009 10:50:18	0.343	sec	org.nagios.BDI-Check
bdi101.grid.ucy.ac.cy	org.bdi.Freshness	OK	06-16-2009 09:56:18 0d 21h 3m 52s 114	OK: createTimestamp=Tue Jun 16 06:53:25 2009 UTC, diff=3 min	OK	1h	06-16-2009 09:56:18	06-16-2009 10:56:18	0	min	org.bdi.Freshness
bdi101.grid.ucy.ac.cy	org.bdi.Published	OK	06-16-2009 09:02:18 0d 20h 57m 52s 114	OK: GlueServiceEndpoint=ldap://bdi101.grid.ucy.ac.cy:2170/mnds-vo-name=local.o-grid	OK	1h	06-16-2009 09:02:18	06-16-2009 10:02:18	0	min	org.bdi.Published
bdi101.grid.ucy.ac.cy	org.bdi.Services	OK	06-16-2009 09:08:18 0d 20h 51m 52s 114	OK: services=2857 time=6.696654 sec	OK	1h	06-16-2009 09:08:18	06-16-2009 10:08:18	2857	sec	org.bdi.Services
bdi101.grid.ucy.ac.cy	org.nagios.BDI-Check	OK	06-16-2009 09:58:18 0d 20h 45m 52s 114	LDAP OK - 0.347 seconds response time	OK	1h	06-16-2009 09:58:18	06-16-2009 10:58:18	0.347	sec	org.nagios.BDI-Check
ce.atlas.phy.bg.ac.vu	org.bdi.Freshness	OK	06-16-2009 09:50:20 0d 21h 9m 50s 114	OK: createTimestamp=Tue Jun 16 06:50:13 2009 UTC, diff=0 min	OK	1h	06-16-2009 09:50:20	06-16-2009 10:50:20	0	min	org.bdi.Freshness
ce.atlas.phy.bg.ac.vu	org.bdi.Published	OK	06-16-2009 09:56:20 0d 21h 3m 50s 114	OK: GlueServiceEndpoint=ldap://ce.atlas.phy.bg.ac.vu:2170/mnds-vo-name=AEGIS07-PHY-ATLAS.o-grid	OK	1h	06-16-2009 09:56:20	06-16-2009 10:56:20	0	min	org.bdi.Published
ce.atlas.phy.bg.ac.vu	org.bdi.Services	OK	06-16-2009 09:02:20 0d 20h 57m 50s 114	OK: services=2 time=0.236340 sec	OK	1h	06-16-2009 09:02:20	06-16-2009 10:02:20	2	sec	org.bdi.Services
ce.atlas.phy.bg.ac.vu	org.nagios.BDI-Check	OK	06-16-2009 09:53:20 0d 20h 51m 50s 114	LDAP OK - 0.244 seconds response time	OK	1h	06-16-2009 09:53:20	06-16-2009 10:53:20	0.244	sec	org.nagios.BDI-Check
ce.ngcc.acad.bg	org.bdi.Freshness	OK	06-16-2009 09:59:20 0d 20h 45m 50s 114	OK: createTimestamp=Tue Jun 16 06:58:39 2009 UTC, diff=1 min	OK	1h	06-16-2009 09:59:20	06-16-2009 10:59:20	0	min	org.bdi.Freshness
ce.ngcc.acad.bg	org.bdi.Published	OK	06-16-2009 09:50:23 0d 21h 9m 47s 114	OK: GlueServiceEndpoint=ldap://ce.ngcc.acad.bg:2170/mnds-vo-name=BG03-NGCC.o-grid	OK	1h	06-16-2009 09:50:23	06-16-2009 10:50:23	0	min	org.bdi.Published
ce.ngcc.acad.bg	org.bdi.Services	OK	06-16-2009 09:56:23 0d 21h 3m 47s 114	OK: services=16 time=0.216305 sec	OK	1h	06-16-2009 09:56:23	06-16-2009 10:56:23	16	sec	org.bdi.Services
ce.ngcc.acad.bg	org.nagios.BDI-Check	OK	06-16-2009 09:52:23 0d 21h 52m 47s 114	LDAP OK - 0.243 seconds response time	OK	1h	06-16-2009 09:52:23	06-16-2009 10:52:23	0.243	sec	org.nagios.BDI-Check
ce.ulakbim.gov.tr	org.bdi.Freshness	OK	06-16-2009 09:53:23 0d 20h 51m 47s 114	OK: createTimestamp=Tue Jun 16 06:53:22 2009 UTC, diff=0 min	OK	1h	06-16-2009 09:53:23	06-16-2009 10:53:23	0	min	org.bdi.Freshness
ce.ulakbim.gov.tr	org.bdi.Published	OK	06-16-2009 09:14:23 0d 20h 45m 47s 114	OK: GlueServiceEndpoint=ldap://ce.ulakbim.gov.tr:2170/mnds-vo-name=TR-01-ULAKBIM.o-grid	OK	1h	06-16-2009 09:14:23	06-16-2009 10:14:23	0	min	org.bdi.Published
ce.ulakbim.gov.tr	org.bdi.Services	OK	06-16-2009 09:50:25 0d 21h 9m 45s 114	OK: services=28 time=0.515899 sec	OK	1h	06-16-2009 09:50:25	06-16-2009 10:50:25	28	sec	org.bdi.Services
ce.ulakbim.gov.tr	org.nagios.BDI-Check	OK	06-16-2009 09:56:25 0d 21h 3m 45s 114	LDAP OK - 0.315 seconds response time	OK	1h	06-16-2009 09:56:25	06-16-2009 10:56:25	0.315	sec	org.nagios.BDI-Check

- The regional helpdesk integrates tickets related to all countries in the region – EGEE or outside EGEE and maintains interoperability with GGUS.
- National helpdesks are not currently available in most countries, except perhaps GR.
- The helpdesk has a knowledgebase.
- A nagios portal at IPP allows (semi-)automatic ticket opening related to test failures.
- It is expected that 1st line support will open such tickets when they consider an alarm to require such a ticket.



The screenshot displays the Nagios web interface. The top navigation bar includes links for 'home', 'user manual', 'you are logged in as bgtipp', and 'logout'. The main content area is divided into several sections:

- Task Manager Options:** Includes links for 'Task Options', 'Contacts', 'FAQ Options', and 'Task Manager Options'.
- Announcements:** A message dated 12:05:09 2:55 stating that EGOE-SEE and SEE-GRID-SCI helpdesks use the same database now, and providing links to the helpdesk pages.
- Service Information:** Details for the 'sam_check_CE' service, including its last update time, status, and performance data.
- Service State Information:** Shows the current status of the service as 'CRITICAL' and provides a link to view the full history.
- Service Commands:** A list of commands that can be executed on the service, such as 'Enable active checks of this service' and 'Disable active checks of this service'.
- Ticket Creation Form:** A form titled 'You are requesting to create a service ticket' with fields for 'Host Name', 'Command Options', and 'Ticket Body'. The 'Ticket Body' field contains a detailed description of the problem, including the service name, the error message, and a link to the Nagios history page.

- Other countries in the region, that are not part of EGEE, are also tested from B&H and results are published in the BBMSAM portal, which may incorporate many kinds of tests and can monitor SLA directly.
- <https://c01.grid.etfbl.net/>
- The HGSM in Turkey supports site configuration management. Efforts are under way for ensuring GOC DB interoperation.
- <https://hgsm.grid.org.tr/>

BBmSAM @ BA-01-ETFBL [seegrid] ops.vo.egee-see.org

Generate: SEE-GRID-SCI SLA HTML from: 2009-04-08 to: 2009-04-14 >>>

Latest results for: CE LFC LFC_C LFC_L SE SRM SRMv1 SRMv2

Filter: Country Tier Certified Status Show

SITE	COUNTRY	TIER	STATUS	TYPE	SERVICE STATUS
AEGIS01-PHY-SCL	Serbia	1	Certified	Production	CE: ce64 - ok 12.6 d SE: se - ok 31+ SRM: se - ok 31+ LFC: lfc - ok 7.6 d LFC_C: lfc - ok 7.6 d LFC_L: lfc - ok 7.6 d
AEGIS02-RCUB	Serbia	2	Certified	Production	CE: grid01 - ok 8.0 d SE: grid15 - ok 31+ SRM: grid15 - ok 31+
AEGIS03-ELEF-LEDA	Serbia	2	Certified	Production	CE: grid01 - ok 1.6 d SE: grid02 - ok 1.9 d
AEGIS04-KG	Serbia	1	Certified	Production	CE: cluster1 - ok 12.6 d SE: se - ok 31+ SRM: se - ok 31+
AEGIS05-ETFBG	Serbia	2	Certified	Production	CE: rt129 - ok 20.6 h SE: rt129 - ok 20.4 h
AEGIS08-PHY-DEMO	Serbia	2	Certified	Candidate	CE: ce-demo - error 31+ SE: se-demo - error 31+ SRM: se-demo - error 31+
AL-01-FIT	Albania	2	Certified	Production	CE: wn09 - ok 16.8 h SE: se - ok 1.1 d SRM: se - ok 1.1 d
AM-01-IIAP-NAS-RA	Armenia	2	Certified	Production	CE: ce - error 31+ SE: se - error 10.4 h SRM: se - error 10.3 h

HGSM (Hierarchical Grid Site Management)

SEEGRID >

ID	Country Id	Name	email	Phone
1	AL	Albania	neki.fraseri@gmail.com	+355 68 22 59 487
2	BA	Bosnia and Herzegovina	badaboom@etfbl.net	+387 51 221960
3	BG	Bulgaria	emanouil@parallel.bas.bg	+359 2 9796793
4	RS	Serbia	grid-admin@phy.bg.ac.yu	+381 11 3713152
5	GR	Greece	iliaboti@grnet.gr	+302107474248
6	HR	Croatia	lcg-admin@irb.hr	+385 1 4561168
7	HU	Hungary	lcg2@pds.sztaki.hu	+361 2 796066
8	MK	FYR of Macedonia	boroj@ii.edu.mk	+389 70 328718
9	RO	Romania	stanciu@grid.ici.ro	+40 21 2241256
10	TR	Turkey	grid@ulakbim.gov.tr	+90 312 2989363
11	ME	Montenegro	lukar@cg.ac.yu	+381 81 242777
12	MD	Moldavia	sw@renam.md	
13	CH	Switzerland	dusan.vudragovic@cern.ch	
14	AM	Armenia	karen@verphi.am	+374 91 426164
15	GE	Georgia	grid-admin@grena.ge	+995 32 250591

Important: This site works best with Firefox

/DC=bg/DC=acad/O=people/O=IPP-BAS/OU=GTA/CN=Todor V. Gurov

- We expect that gradually the need for backup from BG team will disappear and each country will be able to act independently.
- All production sites in SEE ROC support ops.vo.egee-see.org and in the future these tests may become the official tests to be used in EGEE/EGI for assessing site SLA conformance.
- National helpdesks are not currently available in most countries, except perhaps GR.

- **Regional staff:**
- **Bulgaria – Emanouil Atanassov (alternate Mariya Durchova R-COD)**
- **Serbia – Antun Balaz**
- **Greece - Ioannis Liabotis**
- **Israel – Rafi Sadowsky**
- **Turkey – Feyza Eryol**
- **Cyprus – Andoena Balla**
- **Romania - Alexandru Stanciu**