eGee

COD-20

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Logistics : Thanks to Vera and NE ROC team

Quick round the table.

Attendance : 30 people of all federations

Motto of meeting : no COD anymore – Forum era

Agenda

Context

Challenges

COD-20

Enabling Grids for E-sciencE

http://indico.cern.ch/conferenceDisplay.py?confId=53085

June 16th : Since COD-19
Status of models and procedures
Status of tools
Feedback of Cern, France, Italy
Goals of meeting

June 17th:
- **Readiness of De-ch, Russia, SEE, UKI**
- **Specifics topics launched in plenary : Model assessment/ knowledge sharing/Procedures/Tools**
- **Scenarios will be defined, to be discussed and completed in // session**
- **Decision in plenary**

June 18th
 Wrap-up, feedback and actions list towards next F2F meetings

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Enabling Grids for E-sciencE

From the feedback of the pilot federations	AP	CE	BE/NO	SWE
Heavy load @ 1rst-line support	√	√	√*	√*
Heavy load @ROD (unresponsive sites)	√			
Little load on ROD (« so far »)		√	√	
Metrics on r-cod workload needed		√		
Problem on alarms « ageing » -- w-e		√		√
« c-cod » roles precision needed		√		√
« good » practices building/remarks : Alarms and downtime; sites/nodes and long downtime; ***tickets closure asap***		√	√/ √**	

* : federations proactive on opening tickets before 24h00

** : to check and be taken into account in NEW manual

Enabling Grids for E-sciencE

Release of the operations re-structuring :

Introducing rcod/c-cod, cod, site/ROC manuals

Operation model from CERN, FRANCE, ITALY since April 20th

COD- 20 : Integration of De-ch, Russia, SEE, UKI

- Way ahead of schedule : ☺

 Envisioned by September/ and roles definition in December

- Model is sound and EGI is needing feedback on procedures and model :

COD-20 : Prototype the tasks

COD-20 : Refine metrics

Indeed: ….

Enabling Grids for E-sciencE

	April 2009	May 2009
Nb of tickets : Solved by all	223	248
% of tickets solved by AP+CE+North+SWE	23	20
% of tickets solved by IT+CERN+France	24	39
% of tickets solved by DE-CH+RU+SEE+UKI	51	39
Mean solution time for AP+CE+NORTH+SWE	180	174
Mean solution time for IT+CERN+France	142	82
Mean solution time for DE-CH+RU+SEE+UKI	298	248
Mean solution time for all federations	214	186

	Monthly avge/1year	Monthly Avge/2009
Tickets solved	262	249
Solution time	242	212

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Enabling Grids for E-sciencE

→ **No showstopper to federations to come to regionalized model**

➔ **NO COD anymore**

→ **Integration of 4 remaining federations**

→ **Prototype the « out of region » task vs. c-COD**
→ **Refine Metrics**

→ **Operations procedures**
→ **Assessment of tool**

→ **Knowledge Sharing at international level/end of COD meaning what/Forum of people will be what ?**

Enabling Grids for E-sciencE

> **COD-20**

>> Need to assess the "out-of-region" alarms and tickets, workload, staffing, metrics

>> Find out what it takes when the cod model is finished

>> *Summer time*

>> Regular COD to be phased out during summer (implications on tools and procedures)

>> Regionalisation of the dashboard, Assessment of CIC Portal functions, and failover process for pole3

>> Improvements of the release of the procedures, Training material, Upgrade of the work organisation for pole1 and pole 2

> **Next steps to COD-21/ Forum 1 in Barcelona : Sept 21-26th**

>> Final model assessment by De-Ch, Ru, Se, Uki

>> Metrics tuning

>> Assessment of tools, procedures

>> What needs to remain after EGEE