Pole1: Regional Model Assessment

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e-infrastructure

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- **Model description and implementation in regions**
  - New teams: 1st line support, ROD, C-COD
  - Closer and more elaborative to sites
  - Gradual transition from central to regional
    - Jan 05: AP, CE, NE, SWE
    - Apr 20: IT, CERN, FR
    - **Jun 15 (yesterday!): UKI, RU, SEE, DE-CH**
      - *say farewell to old shifts, dashboard...*
- **Feedback collection**
  - from joining federations and these in model already
  - procedural: how model fits into the region's specifics
  - technical: mainly about dashboard and AOB related
- **Dashboard requirements handling**
  - model requires **handy** operational tools
  - collection, assessment & prioritization of needs
  - recorded in Savannah
  - patiently implemented by Pole3 i.e. Cyril & co. ;-)

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- **Providing Procedures, Best Practices**
  - Dashboard documentation – contribution of Pole2

- **Metrics**
  - how to prove the new model pays off
  - insight how the model is realized in different, autonomous regions (do we know what's going on with operational support yet?)

- **C-COD role**
  - „thin central layer" what are the duties?
  - tasks identification by operating the model

- **Knowledge sharing**
  - Teams working on solving operational problems could take advantage of their co-existence
  - Problems recorded in tickets
    - In GGUS, improve quality of tickets
  - Problems seen only and solved at 1st line support level
    - Recording of these depends on ROC implementation
    - Communication done via private, interactive tools, w/o history etc.

- **Rest of the slot dedicated for**
  - CERN
  - IT
  - FR