

ROD model assessment ROC CERN

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COD-20

- **1st line support**
- **ROD**
- **Knowledge Sharing**
- **Summary**

- At CERN there is no 1st line support. All the work is done directly by the ROC on duty

- **Model**

- We are a team of 5 people, all on the ROC part-time, rotating each week
- The duties are to solve and look after the 'usual' ticket (GGUS+local tickets), and to open tickets for problems in the region
- Communication with sites is usually done via the GGUS tickets, and as such it is usually logged in the ticket themselves.
- Follow-up is done in the ticket themselves.

- **Reminder:**

- ROC CERN is shutting down. Most likely new non-European ROC-like infrastructures will see the light during the second year of EGEE III to take over the sites that are currently under ROC CERN.

- **Our feedback on COD the dashboard:**
 - We like it and is pleasant but a lot of improvements are still needed
 - it is extremely slow to perform the day-to-day operations
 - functionality changed 'too much' from the central dashboard
 - No global setting alarms to off (already reported)
 - Alarm off is now per site and cannot be done from the alarm page
 - It is not intuitive to open a ticket for a site
 - *Not from the alarm page*
 - *You have to know that you need to click on the magnifying glass*
 - Extremely slow synchronization with SAM/Gridview leaves us very confused
 - The last status of an alarm does not correspond to what one sees on the page the opens by clicking on the alarm coloured box.
 - It is extremely time consuming as the COD dashboard cannot be trusted for this
 - **Monitoring system: SAM (and maybe later Nagios), gstat, gridview**
 - **Ticketing system: GGUS, CERN REMEDY**

- **Communication**

- It is usually fine
- Not clear how to find out who is the central COD team

- **Concerns**

- The dashboard looks still not mature enough, it should rapidly converge to a more stable version as time is running out...
- A lot of new entities will join and use the regional dashboard in the coming months and it would be nice to present them with a stable dashboard as they will need to learn and it is hard to learn a changing tool.

- **Proposal**

- Why not setting the alarms to off automatically with a counter, and issuing an alarm when the counter goes over a certain threshold (e.g. 12 times in 3 days)?

- **Tools are currently utilized for Knowledge Sharing:**
 - Mostly our internal WIKI pages
 - GOCwiki FAQ system
 - The roc mailing list
 - The tickets themselves

- **ROC CERN is shutting down**
 - We will be training new people in using the COD operations tools to take care of the sites in their own region
- **The regional dashboard is very nice but still needs a lot of improvements**
 - Our main concerns are
 - The synchronization with gridview/SAM
 - The global setting of alarms to off
 - We will be looking forward to the next version(s)!