

ROD model assessment ROC FR

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COD-20*

- **1st line support and ROD are the same team**
- **Model**
 - First look on home page, if there are expired/closed tickets
=> don't wait closed tickets to be expired to treat them
 - Check alarm twice a day (morning and afternoon)
 - Site is supposed to solve problem in 24 hours
=> open ticket only after 24 hours of failure
 - For site doing yoyo, we open ticket in the same as for failure
 - For site/node on downtime, related alarms (not assigned) are closed
 - 4 new people to come
- **Tools**
 - Main work is done through dashboard tab
 - Give a very good snapshot of the federation
 - To have time from the last test status change

- **Communication**
 - **Communication with sites through mails or dashboard notepad**
- **Concerns**
 - **Currently, knowledge from one person, need to define which support will be used for the new ROC shifters.**
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- **Knowledge sharing**
 - **No tools from now on as only one person on shift.**

- Model is working fine (less than 1 ticket open per week)
- The amount of work for ROD is not important
- The new dashboard tab simplify COD work and makes it more efficient