

ROD model assessment IT ROC

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COD-20, Helsinki, 16 – 18 June 2009

- **Support model**
- **Workflow**
- **Tools**
- **Knowledge Sharing**
- **Summary**

- 1st line and ROD: a **single unit of people**
- Supporters distinguished into two groups:
 - **IT ROC 1st line (12 people)**
 - 2 people on weekly shift, 8 hours a day (normal working time), handover on Monday at 2 pm
 - Checking of the grid status and problem warning, tailing them until their solution if possible
 - Open tickets according to the alarms displayed on the dashboard
 - Checking of the ticket still open and pressing the experts or the site-managers for answering and solving them
 - Relies on 2nd line support for complex tickets
 - **IT ROC 2nd line**
 - smaller team of experts (about 3 FTE, including INFN Grid release team)
 - Works on tickets opened by 1st line
 - 1 person on weekly shift
 - IT ROC C-COD representative and interface to C-COD
 - Responsible of new site registration, certification and suspension

- In our support model, the larger amount of work is for the 1st line supporters
- Until now the 2nd-line coordinates the activity of the less expert 1st-line group
- few cases handled by 2nd-line: installation problems after a release upgrade, configuration problems, bugs...


- Putting off the “ok alarms” site by site takes too much time: it would preferable to have a button for putting off the “ok alarms” for all the roc (like in the COD dashboard)
- With 42 “certified” sites, during the month of May:

Alarms < 24h	~ 19/day
Alarms closed with status ok	~ 27/day
NB of TICKETS OPENED currently	~ 9/day

- Record on May 19th: **138 “ok alarms” closed**

- **Regional Dashboard**
 - For daily operations
- **SAM**
 - To check errors in detail
- **GSTAT**
 - to check the consinstence of published information
- **SAM Admin**
 - To send SAM tests to sites
- **GridMap**
 - To have an instant picture of the situation
- **UI**
 - To perform our tests

- Interfaced to GGUS in a bidirectional way
- One support group for each site
- generic support groups (release, grid-services, accounting, users...)
- Registration needed - username/password or certificate

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Incident Reponse Procedures

This document is provided by the EGEE Operational Security Coordination Team (OSCT) for guidance only and is aimed at minimising the impact of security incidents, by encouraging post-mortem analysis and promoting cooperation between the sites. It is based on the LCG/EGEE Incident Handling and Response Guide

Incident Response Guide

Ticket red (not so red) alert

Tickets highlighted in a salmon color are older than a week and are still waiting for a solution. Check them as soon as possible!

Summary Log Ticket My Profile Knowledge base View All Tickets Search tkt unresolved Run Go!

Highest Priority Unassigned Tickets

ID:	GGUS-ID	Priority:	Subject:	Status:	Department:	Logged By:	Log Time:	Owner:
<input type="checkbox"/> 5664		■■■■■	inconsistenza CESGA-local hlr mon	Waiting for reply	DGAS	tboccali	2009/2/4 9:26:44	No owner
<input type="checkbox"/> 5754	46635	■■■■■	the Alice sv area does not exist...	In progress	GGUS	Anonymous	2009/2/24 10:05:00	No owner
<input type="checkbox"/> 5773		■■■■■	Sam test stanno fallendo da ieri	Waiting for reply	INFN-Catania	dcesini	2009/3/2 14:55:00	No owner
<input type="checkbox"/> 5830	47089	■■■■■	INFN-CNAF: lots (>400) of job...	In progress	INFN Tier1	Anonymous	2009/3/11 4:56:00	No owner
<input type="checkbox"/> 5836	47112	■■■■■	SAM test not passing at CNAF StoRM	Waiting for reply	INFN Tier1	Anonymous	2009/3/11 16:47:00	No owner
<input type="checkbox"/> 5876		■■■■■	problema con il RB egee-rb-07.c...	In progress	CMT	gianluca.degliesti	2009/3/19 10:03:12	No owner
<input type="checkbox"/> 5627		■■■■■	GridICE - problemi PISA	Waiting for reply	GRIDICE	fcalzolari	2009/1/24 13:04:46	No owner
<input type="checkbox"/> 5665		■■■■■	SE scomparso	In progress	UNI-Perugia	apaolini	2009/2/4 14:56:50	No owner
<input type="checkbox"/> 5867		■■■■■	problemi con i job	New	SPACI-NAPOLI	apaolini	2009/3/17 17:37:11	No owner
<input type="checkbox"/> 4896		■■■■■	gridice non pubblica il nuovo DP...	Waiting for reply	GRIDICE	Alberto Colla	2008/8/18 18:11:39	No owner

New Tickets

ID:	GGUS-ID	Priority:	Subject:	Status:	Department:	Logged By:	Log Time:	Owner:
<input type="checkbox"/> 5879		■■■■■	Fallimenti su gridse.sns.it	New	SNS-Pisa	misva	2009/3/19 14:55:43	No owner
<input type="checkbox"/> 5876		■■■■■	problema con il RB egee-rb-07.c...	In progress	CMT	gianluca.degliesti	2009/3/19 10:03:12	No owner
<input type="checkbox"/> 5874		■■■■■	pre-certificazione sito	New	INFN-MILANO-ATLASC	apaolini	2009/3/18 17:15:12	No owner
<input type="checkbox"/> 5871	47197	■■■■■	sBDII failure on spadn-ce1.dma...	In progress	SPACI-NAPOLI	Anonymous	2009/3/18 9:24:00	No owner
<input type="checkbox"/> 5867		■■■■■	problemi con i job	New	SPACI-NAPOLI	apaolini	2009/3/17 17:37:11	No owner
<input type="checkbox"/> 5861		■■■■■	Aggiornamento HLR da SL3 a SL4	New	Spaci-Lecce	gplatania	2009/3/16 14:46:14	No owner
<input type="checkbox"/> 5860		■■■■■	Aggiornamento HLR da SL3 a SL4	In progress	ESA-ESRIN	gplatania	2009/3/16 14:44:56	No owner
<input type="checkbox"/> 5858		■■■■■	Aggiornamento HLR da SL3 a SL4	New	Spaci-Lecce-IA64	gplatania	2009/3/16 14:39:39	No owner

Home Tickets Summary Log Ticket My Profile Knowledge base View All Tickets Search tkt unresolved Run Go!

User Menu

Home Page View Account Inbox Logout Administration Menu

Ticket Main Actions

Summary Log Ticket View All Tickets Search My Profile tkt unresolved

- **There is available an IRC channel for supporters communication during their shift**
- **...sometimes site-admins join in to seek for fast help!**
- **How to access via a IRC client:**
 - IRC Server: `salento.cnaf.infn.it`
 - IRC Port: `6667`
 - IRC Channel: `#CMT`

- **no own knowledge base currently, but we may have one, co-located with the ticketing system, linked to GGUS:**
 - With the forthcoming new version of our ticketing system we can create faqs directly from the tickets
- **We are using existing project-level FAQs (WLCG, EGEE, ...)**

- **Dashboard still a bit slow**
- **In May 09 IT availability increased to 91%**
- **Availability and Reliability need to be monitored on a longer time scale to evaluate the real effectiveness of the new model adopted**