eGee

ROD model assessment IT ROC

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Enabling Grids for E-sciencE

- **Support model**

- **Workflow**

- **Tools**

- **Knowledge Sharing**

- **Summary**

Enabling Grids for E-sciencE

- 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

Enabling Grids for E-sciencE

- **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…**

Enabling Grids for E-sciencE

- **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**

Enabling Grids for E-sciencE

- **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**

Enabling Grids for E-sciencE

- **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

Enabling Grids for E-sciencE

- **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, …)**

Enabling Grids for E-sciencE

- **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**