Operations Model Metrics

Wrapup of parallel session

Helsinki COD-20

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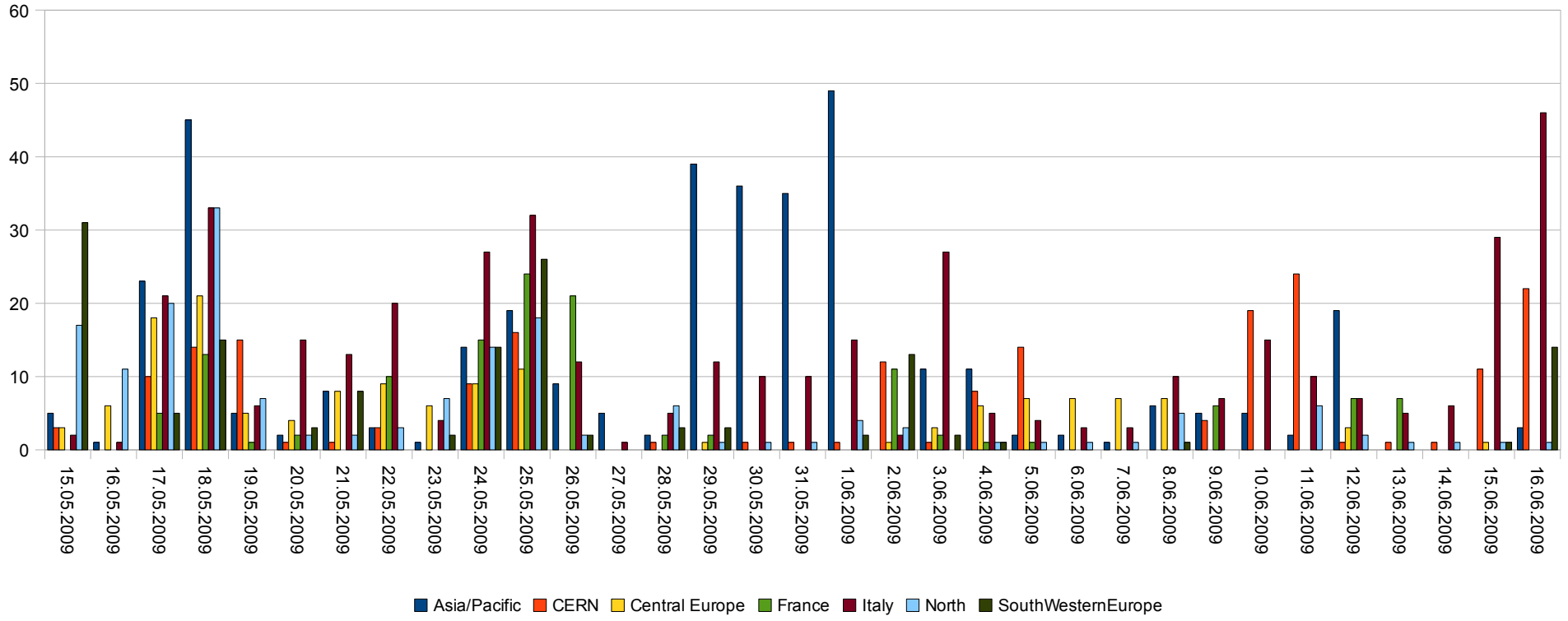
Conclusion about questions

1. **Do we need alarms for sites in SD?**
   Proposal
   - not raise new alarms during SD or USD
   - freeze ageing of alarms which existed BEFORE SD
   SD granularity: per node
2. **Could we distinguish between alarms raised due to network problems and grid problems?**
   1. We cannot distinguish that in current monitoring system
   2. Would nagios indicate type of problem? network or grid side? -> OAT
   3. If we have probes developed at OAT -> easy to take into account
   4. Incorporate network type problem for operations teams is a big topic
3. **What to do with alarms that came to metrics due to e.g. problem with core services?**
   1. Cleaning SAM alarm DB of all alarms appeared durign the time
   2. How to remove these alarms from ROD metrics?
4. **Things to check**
   1. CCOD data doesn't fit with what's in the CCOD dashboard -> MK

ROD metric: workload

- Number of items which should be handled by ROD in a day (alarms > 24h + tickets expiring on the day + tickets expired)
- use only as a workload indication, should not be used for model assesment, identify problems ad hoc – maybe for historical analysis (e.g. workload decreased)

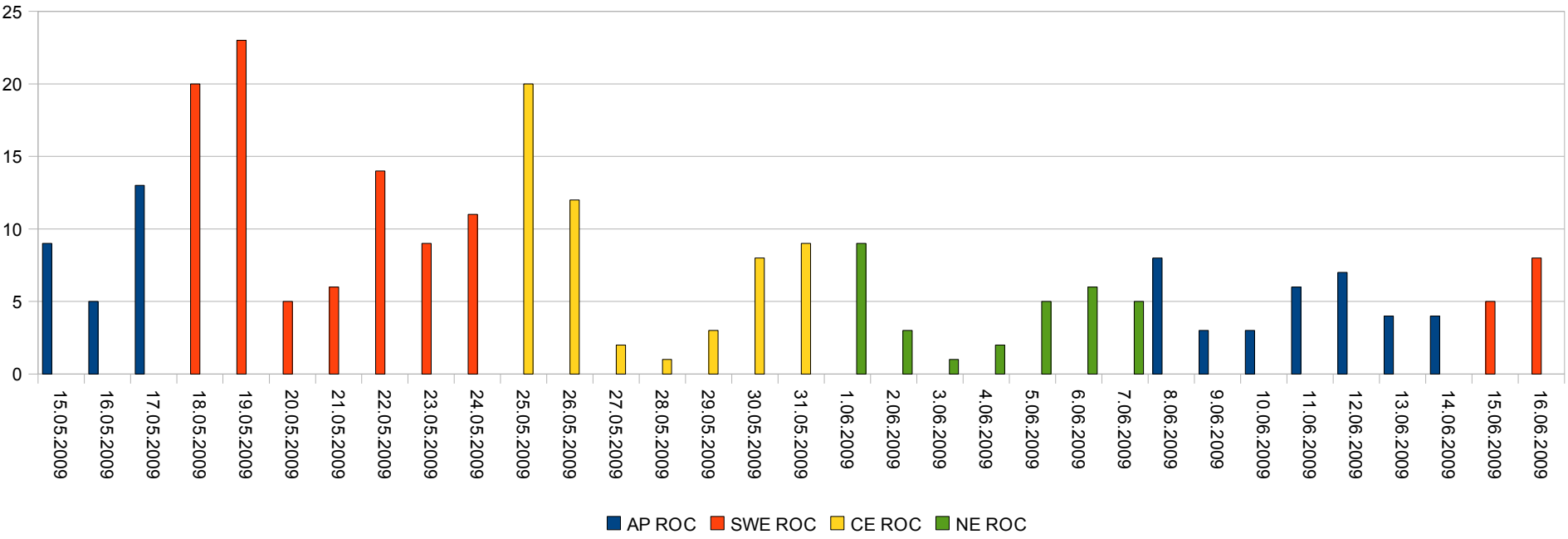


ROD metrics

- **Quality of regional support process**
  - Assumption: No use case for closing alarm <> OK
  - Metric: fraction of alarms closed with status OK
- **Early symptom of problem: alarms > 72h + tickets expired**

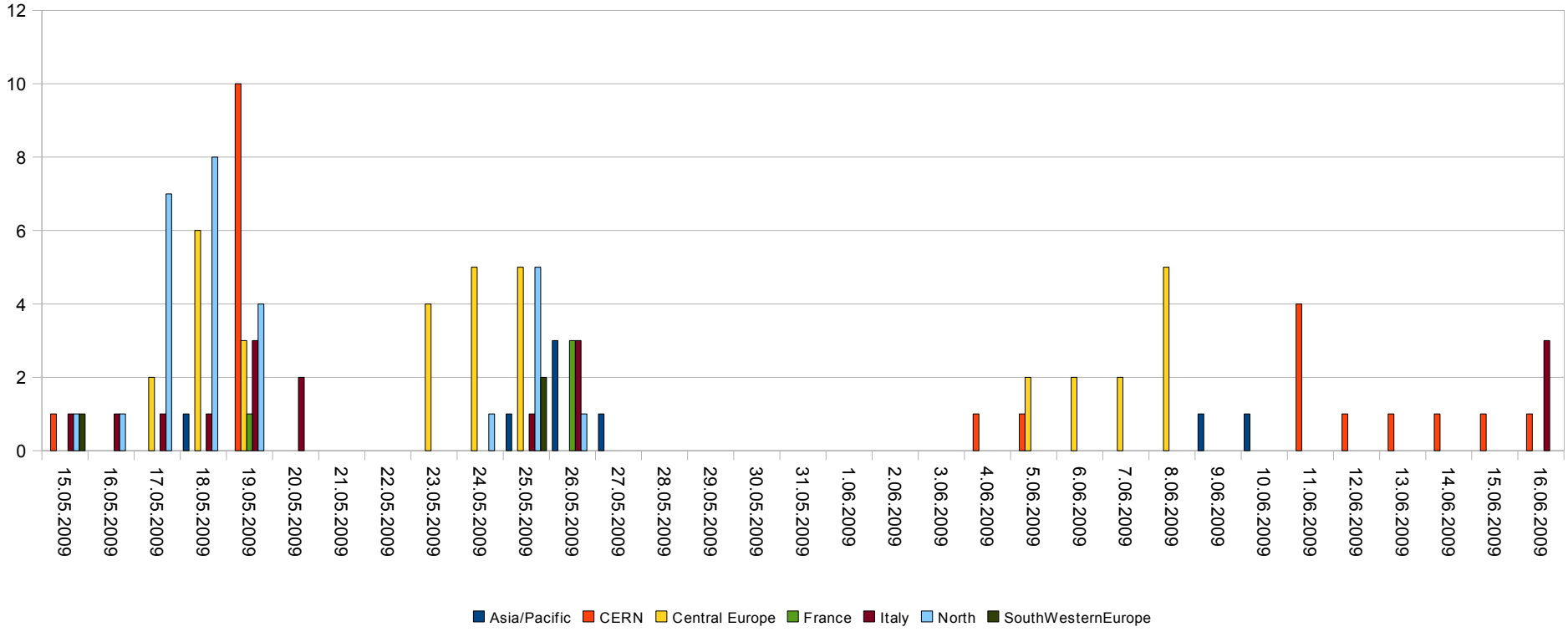
CCOD Metric

- **Purpose:**
  - assess the CCOD workload,
  - assess the model in general
- **model in general: Number of items transfered to CCOD (alarms >72h + expired tickets)**
  - show WHO generates this workload
- **workload: add number of tickets created by CCOD, tickets older than 30days, Requires manual querying GGUS...**



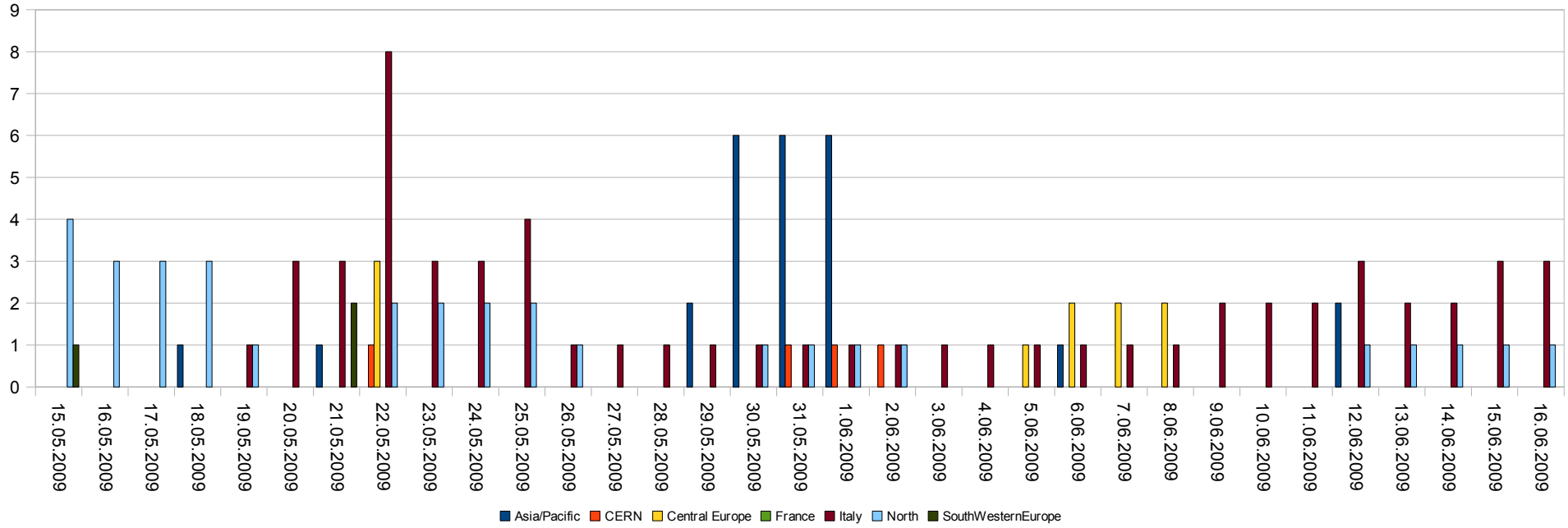
COD warning1: alarms > 72h

- **Purpose: Assess the support process**
- **Can be used by CCOD as an overview of the situation i.e. some RODs are not efficient**



COD warning2: tickets expired

- Can be used by CCOD as an overview of the situation i.e. some RODs are not efficient, tools not functioning
- Expired = expiration date passed X days ago, where X is e.g 3



Sites stability

- (Number of alarms closed daily)/sites
- replace “sites” with “services”
- What influences this metric: network?
- nothing to do with support process...
- Just keep as curiosity for historical analysis

North	0,48
Central Europe	0,54
Italy	0,71
CERN	0,81
Asia/Pacific	0,85
France	0,92
SouthWesternEurope	0,97

Conclusion

- minimum set of metrics qualifying CCOD workload – feasible
- assess quality of service (regional support)
  - feasible
- derive some early symptoms for sites going to loose reliability/availability – to be checked
- need regular collection and analysis in a longer term