

COD-20 Transition over to Gridops Forum 1 : Part 1/model implementation Part 2/metrics analysis

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- Identification and classification of the tasks currently done by the out-of-region or “c-COD” community:

What has to remain over time.

- Find out model implementation of the duties formerly implemented by the pilot federations since January 2009:

Is the workload going to increase with all federations joining in → **no**

After 2 weeks – know-how, past tickets

Other scenarios than the global task sharing between a few federations → **no**

Expertise sharing, scalability

Region scope : 1st line support and the first 24h (expertise role)/ ROD model (surveillance role)

+ Out of region scope (vigilance role)

Managerial

1a- take actions if anything goes wrong on the regional scale via query by mail on ROD

1b- alarms get older than 72 hours without assigned ticket

1c- tickets expired 3 days ago

1d- tickets not solved in 30 days

1e- tickets at last escalation step - manually transferred to « the project »

1f- site are in downtime for more than a month

1g- Keep abreast of metrics towards regular operations assessment /suggest on-going improvement of procedures and tools in coordination with 3e/3f

1h- Weekly meetings in coordination with "The project" + including handover

1g- Remove sites on core and/or urgent and/or security matters (from "The project" level to ROD teams)

Coordination

2b- Deal with the tickets assigned to the COD SU to contact the ROD teams (from project to ROD)

2c- Handle tickets that require action/follow-up on core services matters impacting production service (from ROD teams to "The projet" level and m/w SU)

Animation

3e- Upgrade of procedures/tests/tools/KS in coordination with "The project"

3f- Quarterly meetings in coordination with "The project" a.k.a. Forum

Transition to change in operations model is over since June 15th :

COD labels are over : for designated topics and meetings

C-COD is dead : long life to GMT – Global Monitoring Team © Claire

➔ GMT is prototyping the pilot federations duties until the end of EGEE-III

Work to be done in meetings and specific topics is still needed, involving the federations until the end of EGEE-III over the transition time needed to hand over to EGI.

Region scope : 1st line support and the first 24h (expertise role)/ ROD model (surveillance role)

+ GMT scope (vigilance role) :

- **Managerial role :Take actions if anything goes wrong on the regional scale via query by mail on ROD**
 - alarms get older than 72 hours without assigned ticket
 - tickets expired 3 days ago
 - tickets not solved in 30 days
 - tickets at last escalation step - manually transferred to GMT
 - sites are in downtime for more than a month
 - Keep abreast of metrics towards regular operations assessment
 - suggest on-going improvement of procedures and tools in coordination with 3e/3f
 - Weekly meetings in coordination with OCC + including handover
 - Remove sites on core and/or urgent and/or security matters (from OCC like to ROD teams)
- **Coordination role :Take actions if anything goes wrong on the regional scale via query by mail on ROD**
 - Deal with the tickets assigned to the COD SU to contact the ROD teams (from OCC-like to ROD)
 - Handle tickets that require action/follow-up on core services matters impacting production service (from ROD teams to "The projet" level and m/w SU)

Animation role (GMT will be part of EGI.eu) after transition period :
out of scope until the end of EGEE-III

3e- **Upgrade of procedures /tests/ requirement on tools/ KS in coordination**

// Need a way to get the NGI know about the specifications of critical tests – GMT
being the communication channel to ROD

**// KS : being moderator to the mailing list toping rod mailing list could become not
scalable, moderator to a wiki for KS could turn out better in terms of scalability.**

3f- Quarterly meetings in coordination with "The project" a.k.a. Forum

**//F2F meetings – optional after transition period in EGI model, except for rod training
purpose**

**Assumption: OCC being the political level in EGEE-III and OCC-like body having the
same role in EGI**

→ **GMT//OCC interactions to check**

- **How the OCC is going to evolve in the EGI era?**
- **No Purpose for F2F meetings in EGI era after transition period.**
- **Training needs of regional teams need to be backed up at the EGI.eu level.**

- **Set of volunteering federations IT, CE, NE FR could do the job : Starting next week.**
- **Workload assessment to go on with metrics to feedback to EGI**
- **Bi - weekly meeting to track adjustments to model and progress on metrics, triggered by CE/FR in conjunction with procedures topics every other week.**
- **1st phone conf starts June 22nd at 13:00 with procedures topics, convened by Vera.**