

Pole 2 Status and Work

Ioannis Liabotis, GRNET

Iliabotis <at> grnet.gr

Presented by Vera Hansper

- **Pole 2 work since COD 19**
- **OPS Manual Changes**
- **Other Pole 2 activities**
- **Reorganization of Pole 2 work**

- **Release of OPS manual (ROC/Site, Regular COD, ROD)**
 - DONE
- **Preparing the new version of the OPS manual including minor changes**
 - TO BE STARTED??
- **Identified issues with security to be included in the OPS manual**
 - STARTED??
- **Preparation of Best Practices Manual**
 - STARTED/IN PROGRESS??
- **Training Material**
 - DONE for COD20, update as tools progress
- **Discussions on COD work organization**
 - In progress

- **To be implemented and released soon after the COD 20**
 - Since all ROCs join the Regional Model after COD 20
 - Remove the OPS manual for regular COD
 - Change section 9 - **OSCT- Duty Contacts with:**
 - **More information on handling security incidents from OSCT**
<http://cern.ch/osct>
 - Include a section with the list of references to all relevant ROD/1st line support documentation
 - (A) OPS Manuals
 - (B) Best Practices Guide (to be created)
 - (C) Training material for CIC portal
 - *All This should be included in the CIC portal as well.*
 - *Minor changes incorporating the new proposal for the escalation procedure*
 - *A training guide has already been started by David*

- **Handling of security issues in the OPS manual**
 - What is the role of OSCT DC?
 - Are sites/1st line support/ ROD completely responsible to communicate information on security incidents or some central coordination is needed?
 - Middleware vulnerability procedure
 - CA update procedure added in the OPS manual

- **The best practices manual should contain**
 - instructions from the experience of
 - ROD and
 - 1st line support
 - C-COD
 - work that are not clearly instructions and cannot be put in the OPS manual.
 - Maintain wiki pages with this information
 - <https://twiki.cern.ch/twiki/bin/view/EGEE/EGEEOperationsBestPractices>
 - Issues:
 - How do we maintain it?
 - Fotis Georgatos will do it now based on input from all

- **Communication loops and feedback between**
 - 1st line support, ROD, C-COD
 - Are not well established
- **Uses cases where this feedback is needed:**
 - a. identify solutions that ROD cannot solve by themselves
 - b. announce current issues with the infrastructure so that all 1st line supporters and RODs/C-COD know
 - c. Extract useful long term information from the above exchange of knowledge
- **Possible solution: mailing lists, chat rooms, on line forum**
- **Start with existing mailing lists**
- **Identify people who will do this (ROD to provide information to lists, C-COD to extract useful information)**

- **Next major version of the OPS manual should separate**
 - Procedures
 - 1st Line Support, ROD, C-COD
 - *(ROCs and Sites are already separated)*
 - Implementation
- **ROCs/NGI might use different implementation**
- **Reference implementation should exist**
- **To do this we need:**
 - Documentation from tools developers so that OPS manual maintainers don't need to update this information
 - Collaborate with OAT on this

- **Major work for Pole1 and Pole 2 has finished**
- **Pole1 to maintain the metrics of the ROD activity**
- **Pole2 to finalize the OPS procedures**
- **Proposal to merge the 2 poles**
- **Mandate is needed**
 - Keep existing pole2 mandate + maintenance of ROD work metrics
- **Stuffing to be defined**

Questions?