

COD-20

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- “out-of-regions” tickets handling has been little and done by the 4 pilot federations so far ~4 hr a week in weekly rota.
- What exactly does it take to take care of the situation out of regional scope ?
 - **Management of tickets/alarms under some agreed threshold**
 - **Coordination aspects/Handover on to weekly meetings**
 - **Animation : proposal of improvements**
- Everyone on board has agreed to prototype the full model
- Identify the scenarios where centralized profile is necessary; distributed profile – for coordination, not needed to be centralized, between 2/3 NGI is possible, distributed profile with contribution of all NGIs possible, no contribution of NGIs at all.
- Finalize pros/cons at // session and
- Decision on prototyping

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

EGI -- NGIs

Necessary/optional – can be distributed/centralized

Managerial

Coordination

Animation

Scenarios :

1- All NGIs

2- Few NGIs (2/3) when distributed.

3- EGI Centralised 1 NGI if no volunteer then attributed

4- International task ((national level))

Attention:

« International tasks : activities aimed at allowing the sharing of the national IT resources at pan-european and international level in a uniform, robust and seamless way. International tasks are integrated by NGI national tasks which are carried out to satisfy local requirements ».

Identification of each task beyond « international scope » and staffing of each task according to following scenarios/vote.