

R-COD model readiness in DECH

- **Shifts**
 - Teams
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 - Communication
- **Tasks**
- **Knowledge sharing**
- **Regional helpdesk**

- **4 Teams:**

- FZK
- SCAI
- DESY
- ITWM, CSCS, SWITCH

- **Duty shifts**

- ~8 hours, 5 days in a week coverage
- 1st line support & ROD together
- Each team organizes the shifters by themselves.

- **Open tickets after 24 hours**

- Each site will be registered by ROC DECH manager for alarm notifications
 - <https://cic.gridops.org/index.php?section=vo&page=alertnotification>
- By the new alarm the site has 24 hours to solve the problem. After 24 hours a ROD-shifler opens a ticket

- **Communication**

- All 1st line + on-duty supporter contact: mailing list
 - dech-on-duty@lists.kit.edu
- Handover on mailing list for communication between shifters

On-duty tasks, ROD

- Check ROD dashboard (3 times a day)
- Raise tickets by alarms older then 24 hours
- close the solved ticket (make sure that the enough documentation is provided as the solution for the ticket)
- add the interesting information from the ticket to the regional knowledge database
- Analizing other monitoring tools, like Nagios, Gstat,
- Assist sites

- **Using a wiki page**

- Editable by supportlers, ROD members, some site admins
- Short term problems can be documented there
- <https://twiki.cscs.ch/twiki/bin/view/DECH/InternalPages>

- **Proposal**

- R-COD in DECH will use ROC DECH HelpDesk
- <https://dech-support.fzk.de/pages/home.php>