

R-COD model readiness in DECH

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

- **4 Teams:**

- FZK
- SKAI
- DESY
- ITWM, SCSC, 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-shifter opens a ticket

- **On duty tasks, 1st line support**
 - Analysing new SAM alarms in regional dashboard at CIC portal
 - Also watching other monitoring tools (Nagios, Gstat)
 - Assists sites

- **On-duty tasks, ROD**
 - Check ROD dashboard (3 times a day)
 - Raise tickets by alarms older then 24 hours
 - Escalate cases to C-COD
 - 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

- **Using a wiki page**

- Editable when 1st line 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>