

ITIL's roles and tools from a perspective of a Scientific Computing Centre

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STEINBUCH CENTRE FOR COMPUTING - SCC



Outline of the remaining Talk

■ Introduction

- KIT
- SCC
- GridKa

■ ITIL – what is it?

- Service Support Processes + Functions, roles and tools
 - Configuration Management
 - Incident Management
 - Service Desk

With special emphasis on Grid(Ka) Services, roles, tools and experience.

■ Summary

Unique Cooperation

Karlsruhe Institute of Technology (KIT):

Founded at 1st October 2009



University of the State of Baden-Württemberg
and National Laboratory
of the Helmholtz Association

Two Strong research areas

National Laboratory:

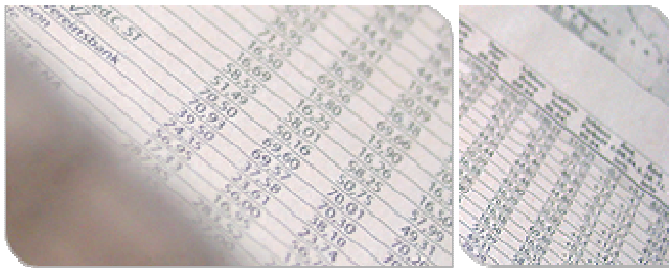
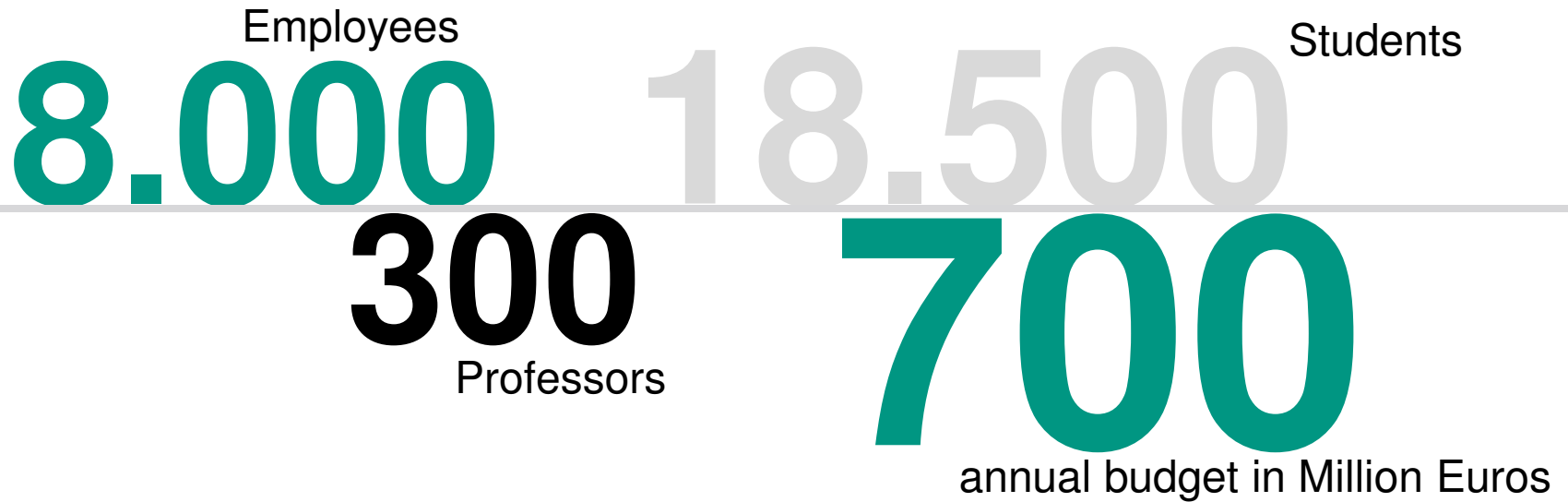
- Programmatic research on highest international level
- One of the largest and most successful science and engineering research institutions in Europe
- Member of the Helmholtz Association of National Research Centres

University:

- Winner of the Excellence Initiative 2006 launched by the Federal Republic of Germany and the federal states
- One of the universities strongest in research worldwide
- Highest acquisition of DFG third-party funds per capita in Germany



Figures



Steinbuch Centre for Computing (SCC)

SCC at
Karlsruhe University



SCC at Research Centre

- Founded on January 1st, 2008
- Information Technology Centre of KIT
- Merger of the Computing Centre of Karlsruhe University and Research Centre Karlsruhe
- One of the largest scientific computing centres in Europe

Karl Steinbuch – information scientist right from the start



Photo: Photo Glock Karlsruhe

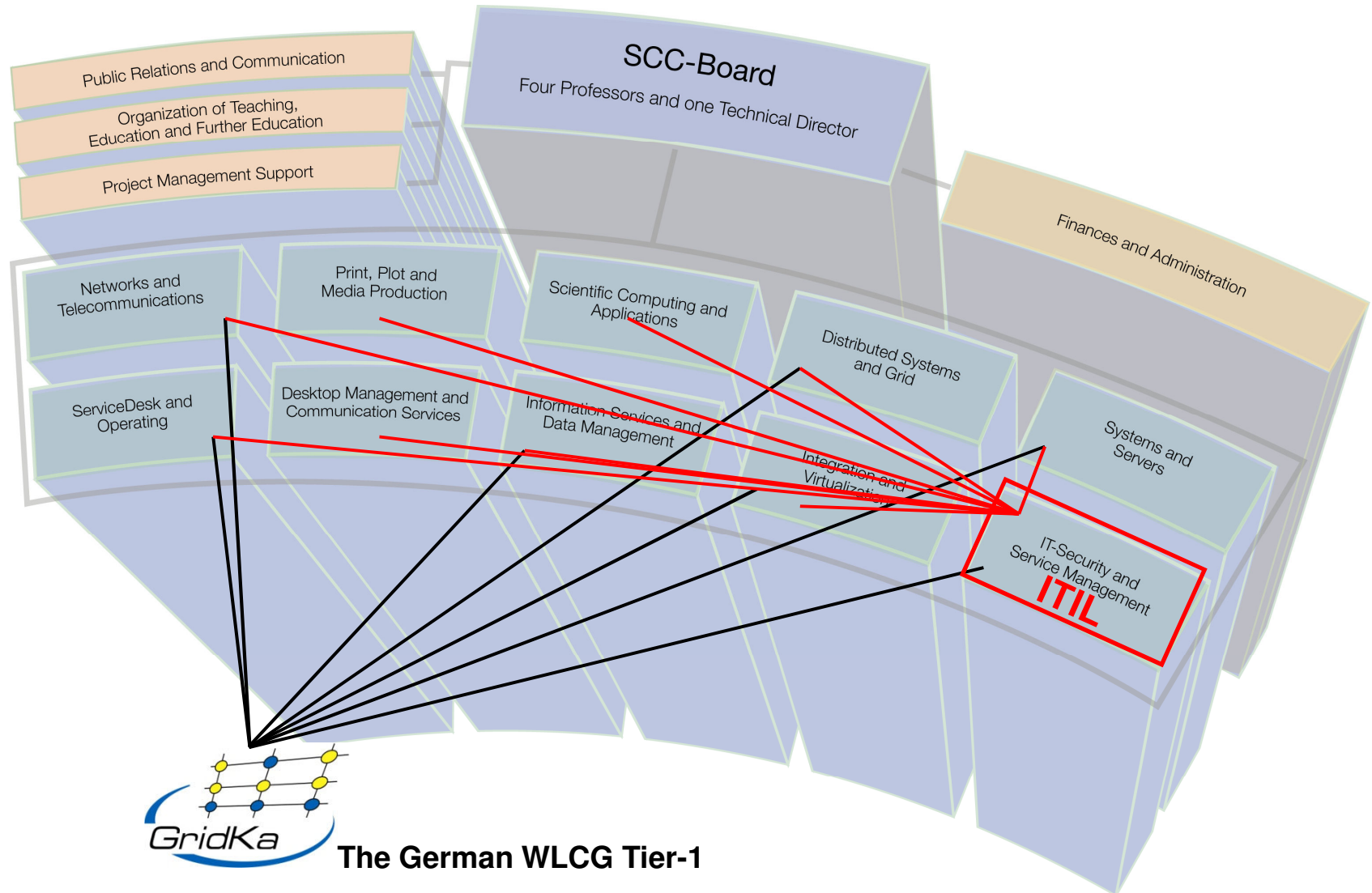
Karl Steinbuch (1917 – 2005)

- Professor at Karlsruhe University
- Creator of the term "Informatik"
- Co-founder of the first German faculty of informatics (Karlsruhe, 1972)
- Visionary of the information society

Established Works:

- Die informierte Gesellschaft, 1966
(The informed Society)
- Falsch programmiert, 1968
(Programmed falsely)
- Programm 2000, 1969
- Mensch Technik Zukunft, 1971
(Man Technology Future)

SCC – special roles: 9 ITIL coordinators



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IT Service Management

■ The IT Infrastructure Library (ITIL)

- Version 1 published in 1989 by the Central Computer and Telecommunications Agency of the British government, CCTA
- Version 2 (published 2000) is more and more process orientated ⇒ [next slides](#)
- Version 3 (published 2007) is more and more service orientated. Focus: Service-Life-Cycle
- at the SCC we historically prefer V2, but you always implement from ITIL what ever you want. ITIL is only a best practice recommendation for IT Service Management.
- Describes IT management processes and recommends rules for their handling (quasi-standard in industry)
- Does neither instruct or regulate rules or tools nor their implementation

■ 3 main goals of IT Service Management

- Increase IT service quality
- Decrease long term cost of IT service delivery
- Arrange IT services according to current and future requirements of the enterprise and its customers

Demands for professional IT Service Management

ITIL Service Management

- ITIL Version2 has 2 blocks of Service Management Processes

Service Support	Service Delivery
Service Desk *	
Incident Management	Service-Level Management
Configuration Management	Finance Management
Problem Management	Capacity Management
Change Management	Continuity Management
Release Management	Availability Management

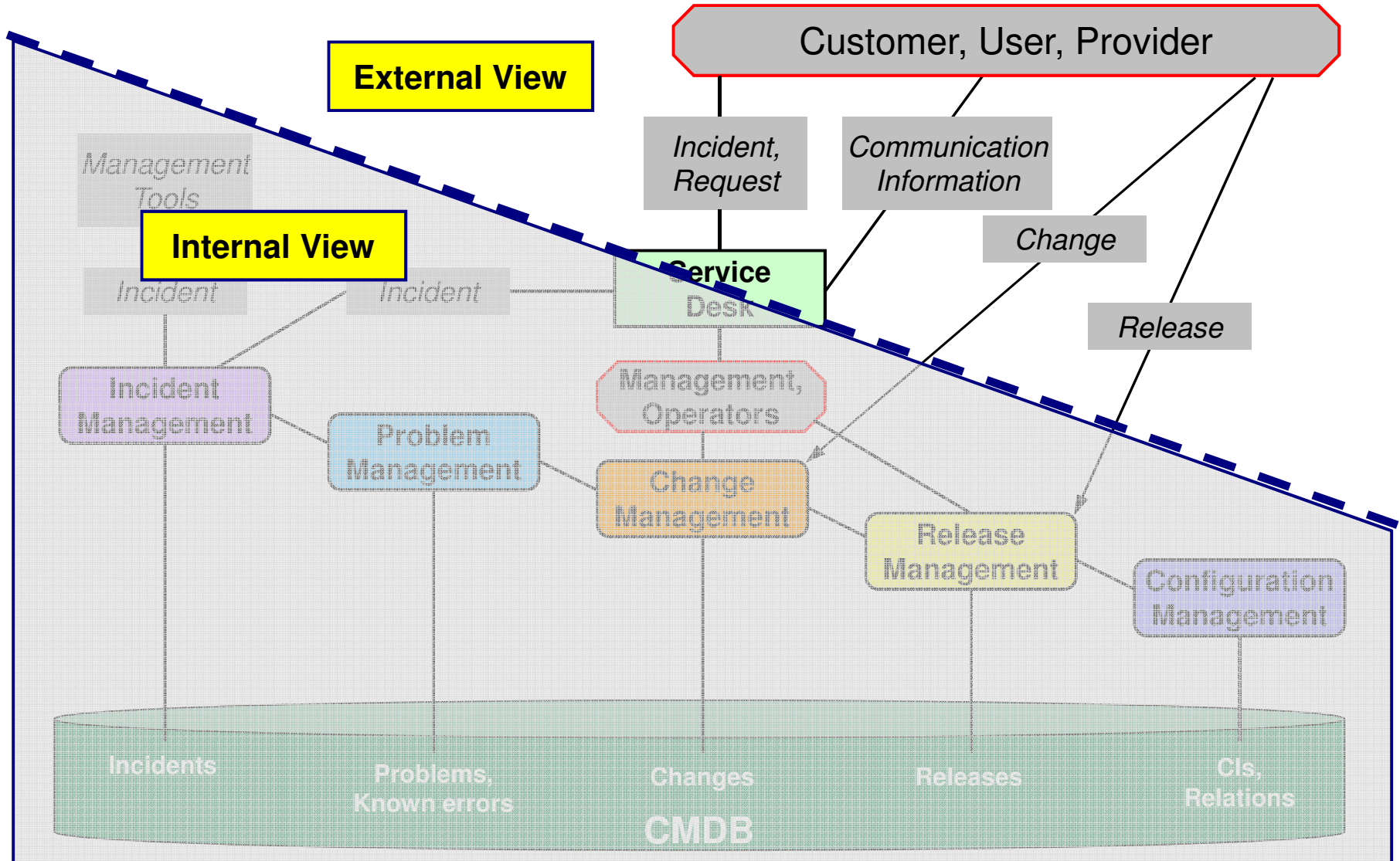
This talk

- Daily service operations and support
- Staff**

* A function rather than a process

- Mid / long term planning and optimization of service efficiency
- Management**

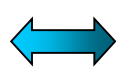
Overview of ITIL Service Support



Configuration Management

- Provides a logical model of the whole IT Infrastructure by
 - Planning
 - of strategies, roles, activities, tools, configuration data, resources, ...
 - Identification
 - of all Configuration Items (CIs), their dependencies, documentation, persons in charge, ...
 - Control
 - that only authorized and identifiable CIs are accepted and comply with agreed, standardized specifications
 - Fostering (status accounting)
 - of all CI changes, e.g. ordered, received, in test, in production, in repair, ...
 - Verification and audits
 - of the physical existence of CIs, the correctness of CMDB entries, ...
- Provides the solid basis for Incident, Problem, Change and Release Mgmt
- Uses a Configuration Management Database, CMDB, as THE central tool
 - giving a full internal view
 - for the whole management and staff
- Requires the central role of an empowered Configuration Manager
 - @ SCC: from division ISM, accompanied by one contact person (ITIL coordinator) per department that provides the services and components

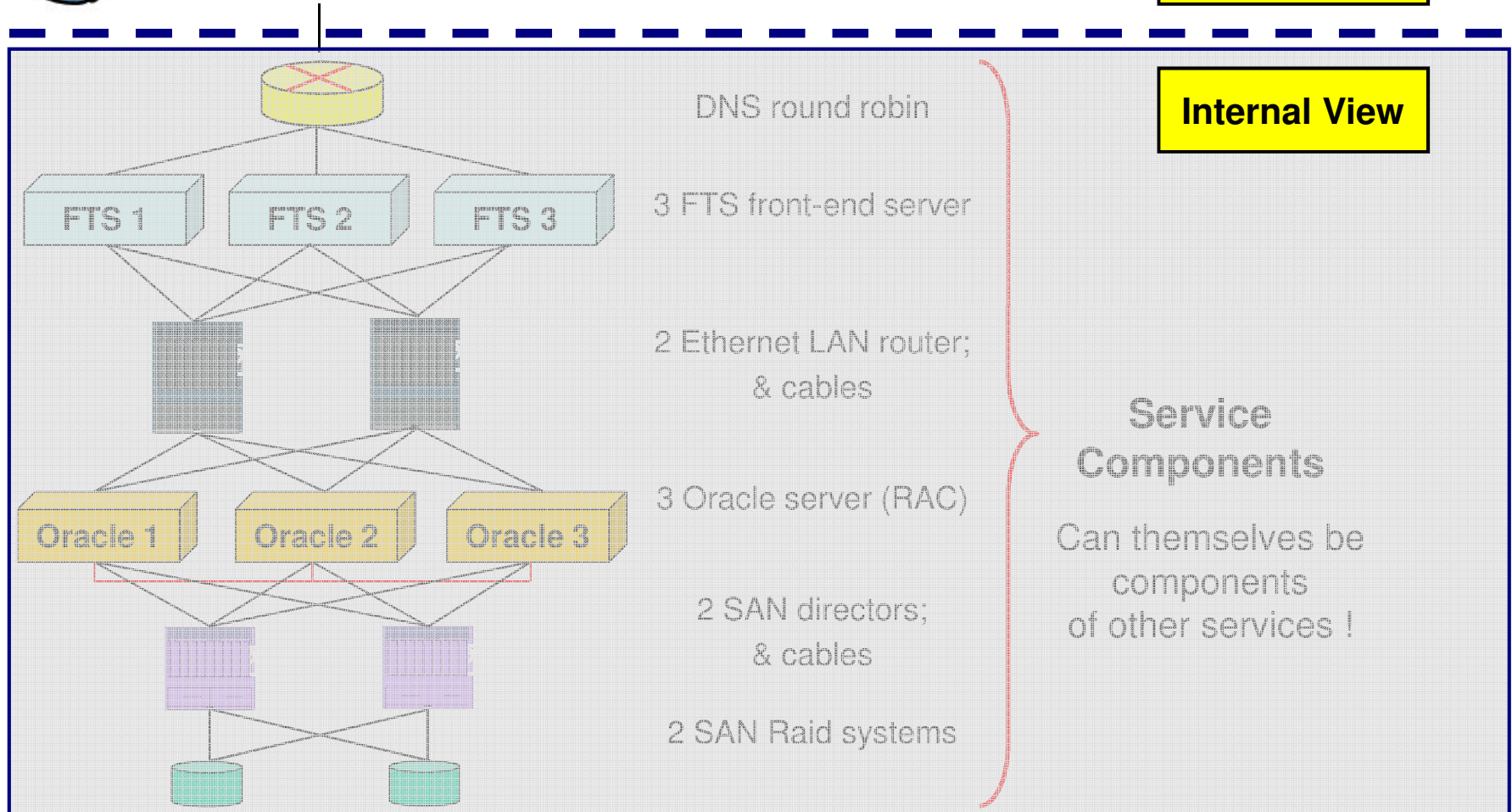
Services consist of components



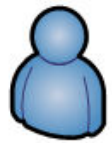
FTS

The Service

External View



Services consist of components

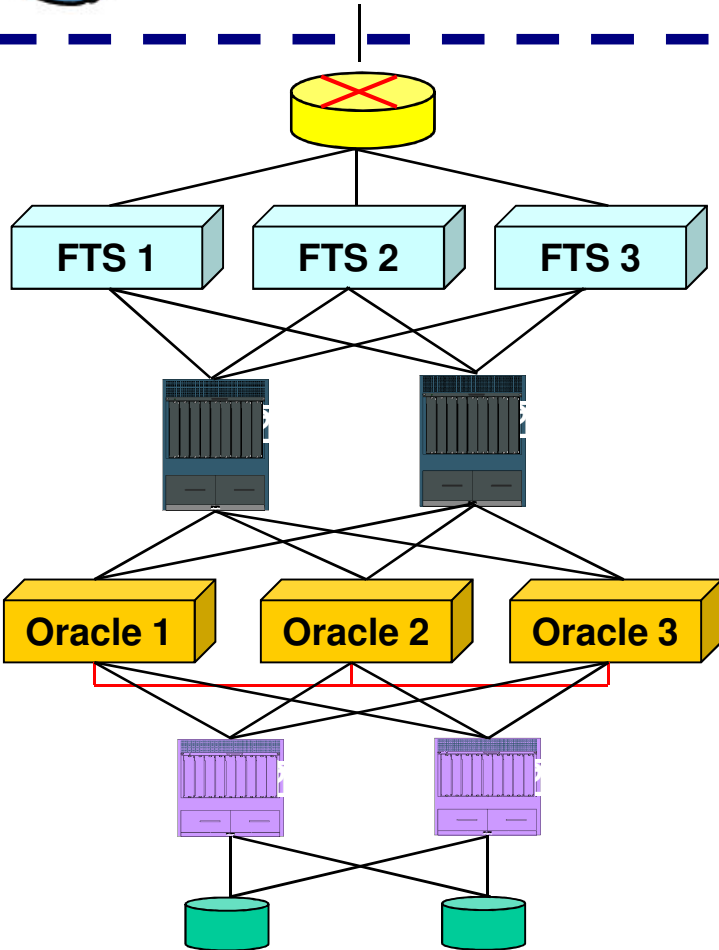


FTS

The Service

<http://institute-web-page>

- Service descriptions
- (SLAs)



DNS round robin

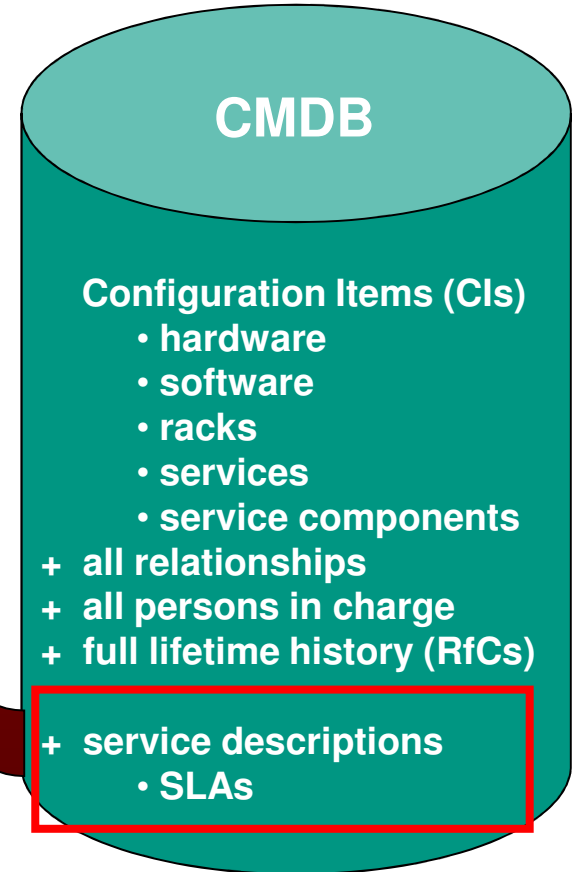
3 FTS front-end server

2 Ethernet LAN router;
& cables

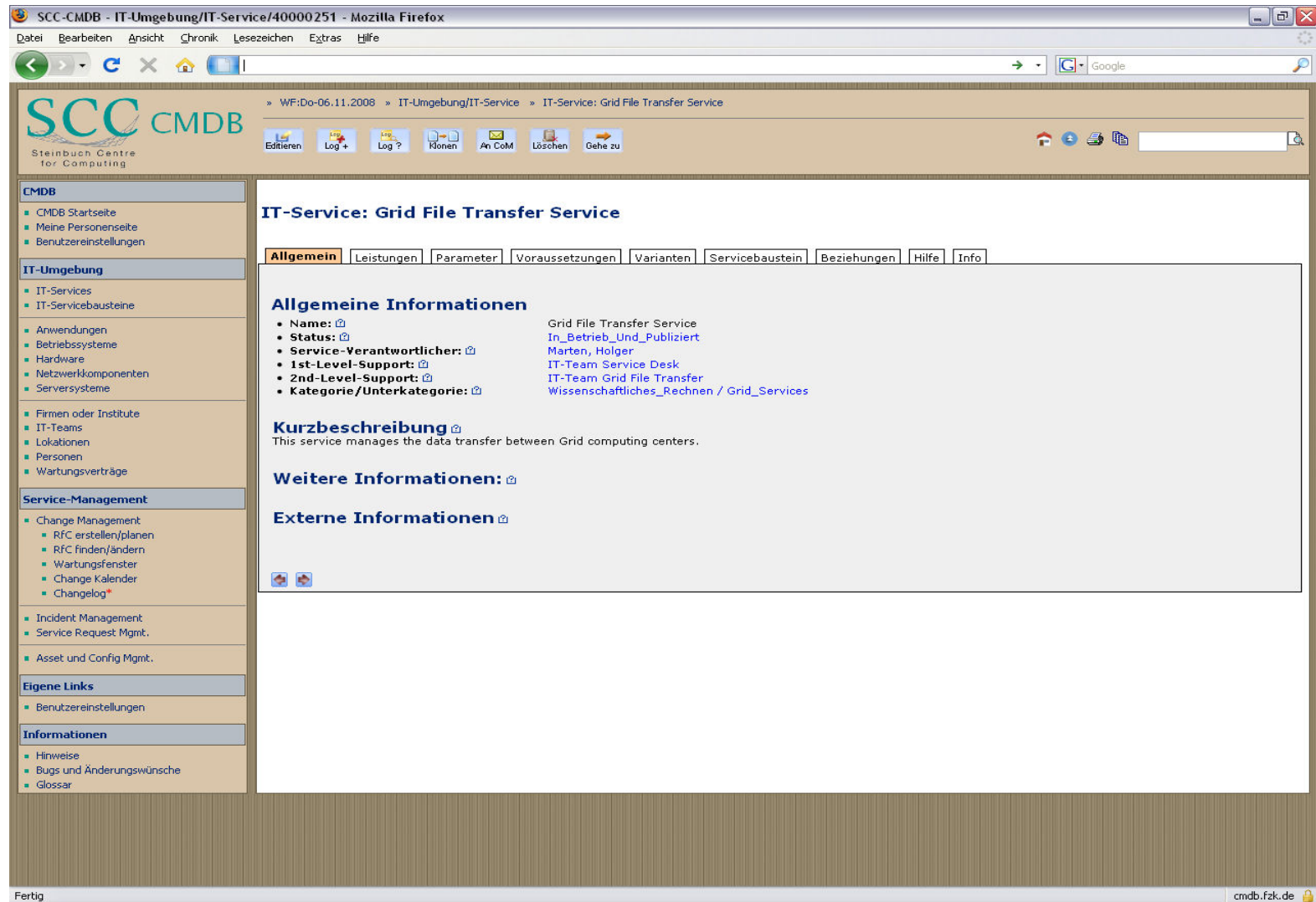
3 Oracle server (RAC)

2 SAN directors;
& cables

2 SAN Raid systems



SCC CMDB – SCC development based on Open Wiki



SCC CMDB
Steinbuch Centre for Computing

» WF:Do-06.11.2008 » IT-Umgebung/IT-Service » IT-Service: Grid File Transfer Service

IT-Service: Grid File Transfer Service

Allgemein | Leistungen | Parameter | Voraussetzungen | Varianten | Servicebaustein | Beziehungen | Hilfe | Info

Allgemeine Informationen

- Name: [Grid File Transfer Service](#)
- Status: [In_Betrieb_Und_Publiziert](#)
- Service-Verantwortlicher: [Marten, Holger](#)
- 1st-Level-Support: [IT-Team Service Desk](#)
- 2nd-Level-Support: [IT-Team Grid File Transfer](#)
- Kategorie/Unterkategorie: [Wissenschaftliches_Rechnen / Grid_Services](#)

Kurzbeschreibung

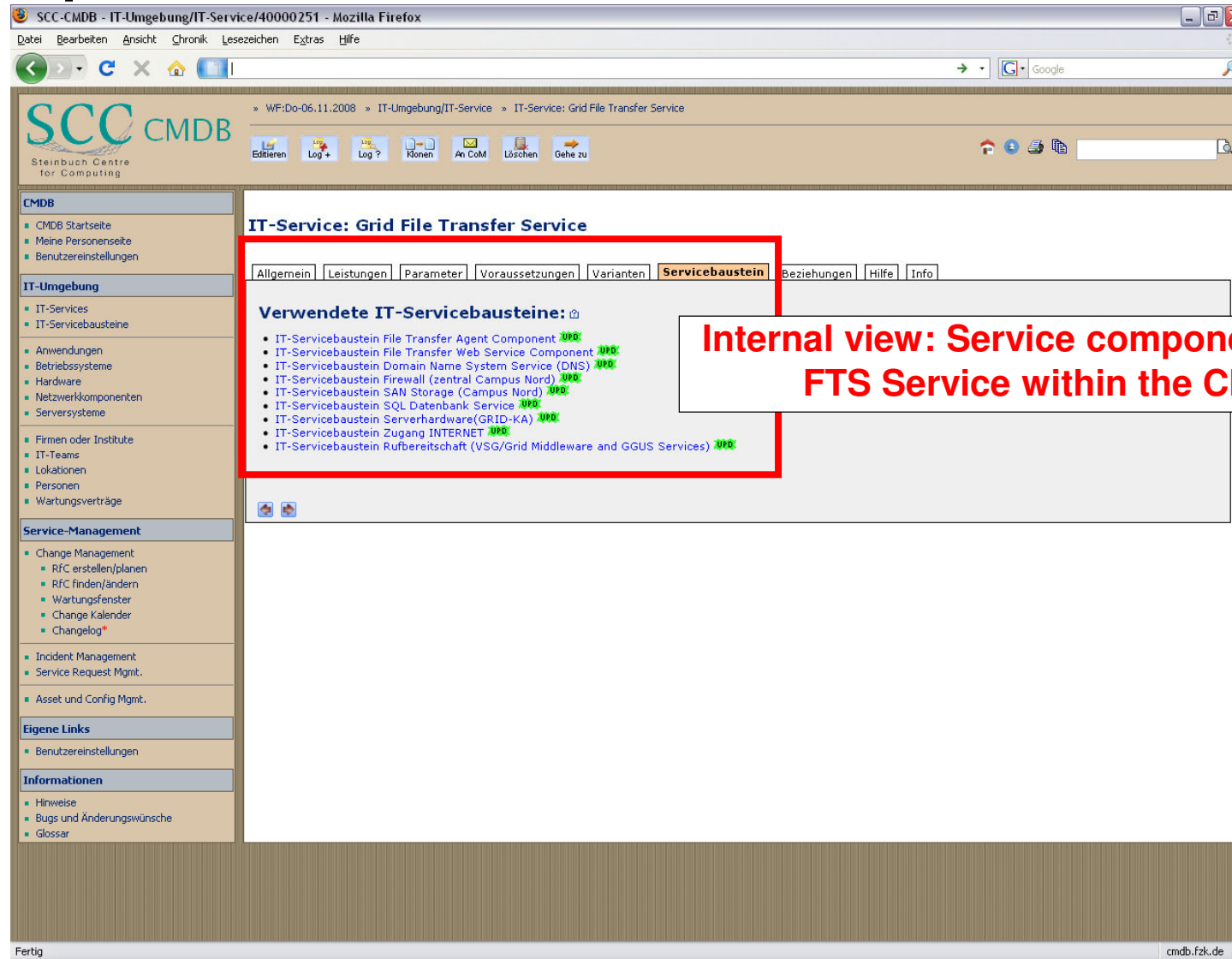
This service manages the data transfer between Grid computing centers.

Weitere Informationen:

Externe Informationen

Fertig cmdb.fzk.de

SCC CMDB – Internal view of Service description for FTS



The screenshot shows a Mozilla Firefox browser window displaying the SCC CMDB interface. The page title is "IT-Service: Grid File Transfer Service". The left sidebar contains navigation menus for CMDB, IT-Umgebung, Service-Management, Eigene Links, and Informationen. The main content area is titled "IT-Service: Grid File Transfer Service" and has a tabbed interface with "Servicebaustein" selected. Below the tabs, a section titled "Verwendete IT-Servicebausteine:" lists several components, each with a status indicator (e.g., 100%).

IT-Service: Grid File Transfer Service

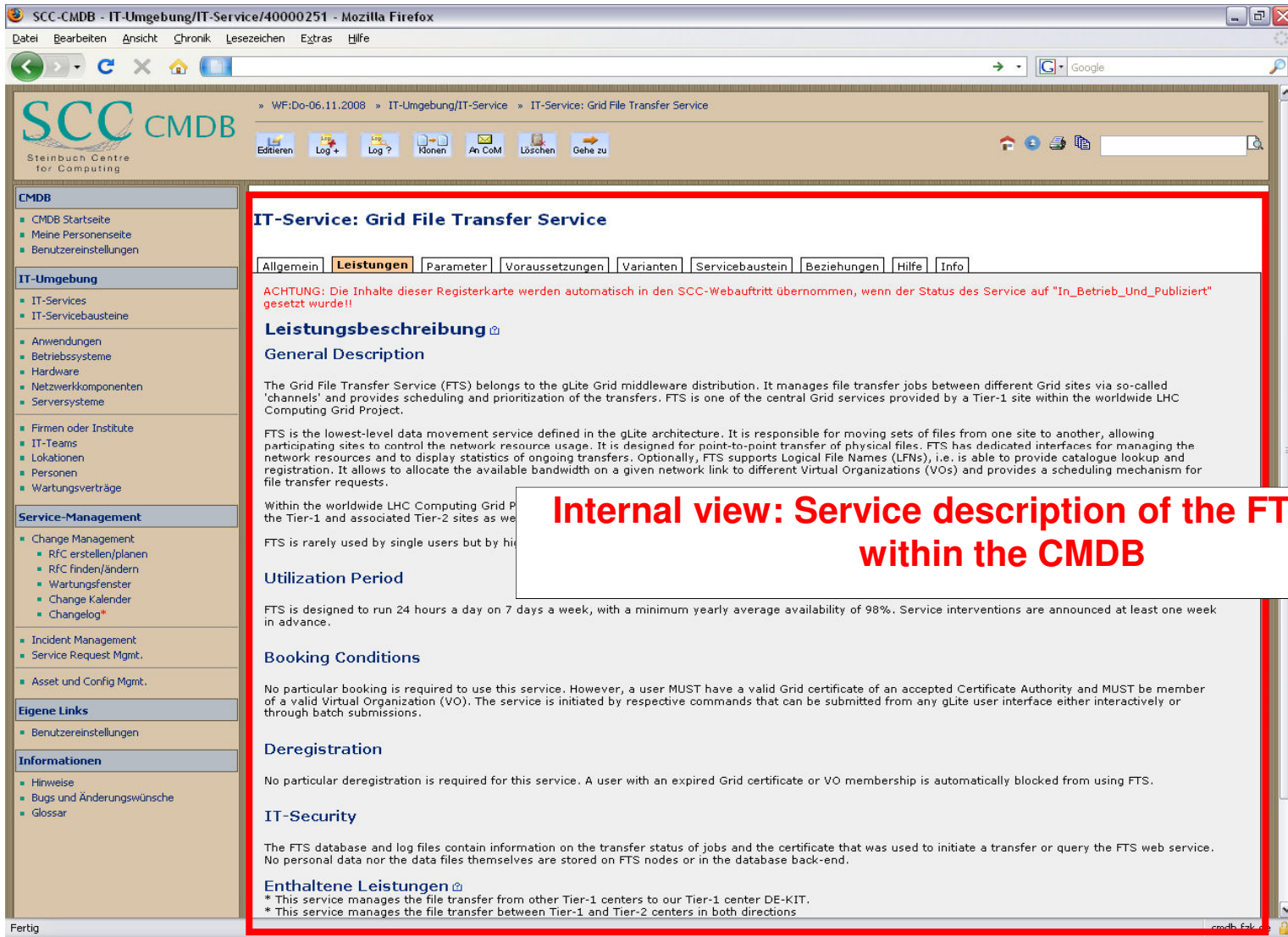
Allgemein | Leistungen | Parameter | Voraussetzungen | Varianten | **Servicebaustein** | Beziehungen | Hilfe | Info

Verwendete IT-Servicebausteine:

- IT-Servicebaustein File Transfer Agent Component 100%
- IT-Servicebaustein File Transfer Web Service Component 100%
- IT-Servicebaustein Domain Name System Service (DNS) 100%
- IT-Servicebaustein Firewall (zentral Campus Nord) 100%
- IT-Servicebaustein SAN Storage (Campus Nord) 100%
- IT-Servicebaustein SQL Datenbank Service 100%
- IT-Servicebaustein Serverhardware(GRID-KA) 100%
- IT-Servicebaustein Zugang INTERNET 100%
- IT-Servicebaustein Rufbereitschaft (VSG/Grid Middleware and GGUS Services) 100%

Internal view: Service components of the FTS Service within the CMDB

SCC CMDB – Internal view of Service description for FTS



The screenshot shows a Mozilla Firefox browser window displaying the SCC CMDB web interface. The browser address bar shows the URL: SCC-CMDB - IT-Umgebung/IT-Service/40000251 - Mozilla Firefox. The page title is "IT-Service: Grid File Transfer Service". The left sidebar contains a navigation menu with categories like CMDB, IT-Umgebung, Service-Management, and Informationen. The main content area is titled "IT-Service: Grid File Transfer Service" and has a red border. It contains a warning message, a "Leistungsbeschreibung" section with a "General Description" sub-section, and other sections like "Utilization Period", "Booking Conditions", "Deregistration", "IT-Security", and "Enthaltene Leistungen".

IT-Service: Grid File Transfer Service

Allgemein | **Leistungen** | Parameter | Voraussetzungen | Varianten | Servicebaustein | Beziehungen | Hilfe | Info

ACHTUNG: Die Inhalte dieser Registerkarte werden automatisch in den SCC-Webaufritt übernommen, wenn der Status des Service auf "In_Betrieb_Und_Publiziert" gesetzt wurde!!

Leistungsbeschreibung

General Description

The Grid File Transfer Service (FTS) belongs to the gLite Grid middleware distribution. It manages file transfer jobs between different Grid sites via so-called 'channels' and provides scheduling and prioritization of the transfers. FTS is one of the central Grid services provided by a Tier-1 site within the worldwide LHC Computing Grid Project.

FTS is the lowest-level data movement service defined in the gLite architecture. It is responsible for moving sets of files from one site to another, allowing participating sites to control the network resource usage. It is designed for point-to-point transfer of physical files. FTS has dedicated interfaces for managing the network resources and to display statistics of ongoing transfers. Optionally, FTS supports Logical File Names (LFNs), i.e. is able to provide catalogue lookup and registration. It allows to allocate the available bandwidth on a given network link to different Virtual Organizations (VOs) and provides a scheduling mechanism for file transfer requests.

Within the worldwide LHC Computing Grid Project, FTS is used at the Tier-1 and associated Tier-2 sites as well as at the user sites. FTS is rarely used by single users but by high energy physics experiments.

Utilization Period

FTS is designed to run 24 hours a day on 7 days a week, with a minimum yearly average availability of 98%. Service interventions are announced at least one week in advance.

Booking Conditions

No particular booking is required to use this service. However, a user MUST have a valid Grid certificate of an accepted Certificate Authority and MUST be member of a valid Virtual Organization (VO). The service is initiated by respective commands that can be submitted from any gLite user interface either interactively or through batch submissions.

Deregistration

No particular deregistration is required for this service. A user with an expired Grid certificate or VO membership is automatically blocked from using FTS.

IT-Security

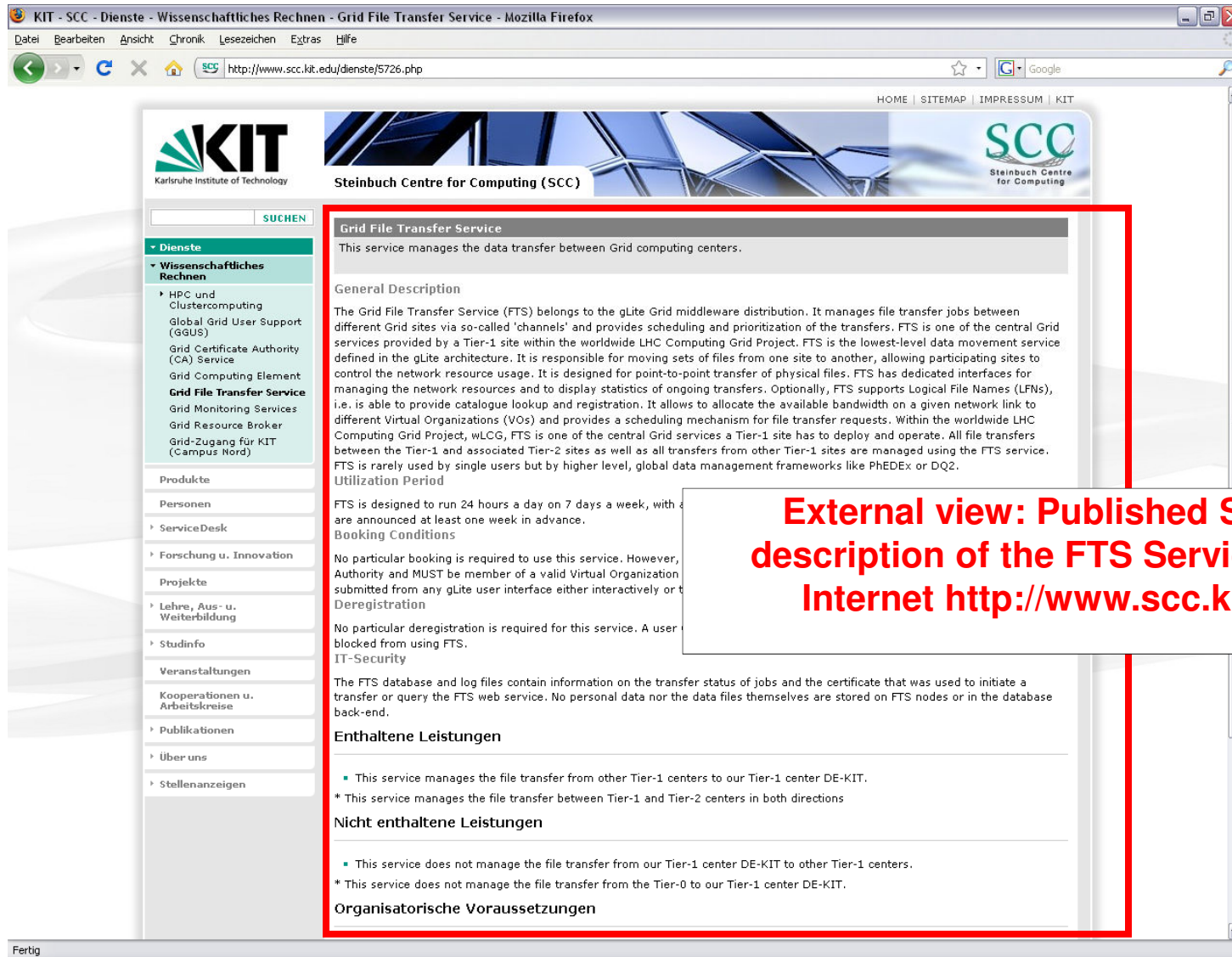
The FTS database and log files contain information on the transfer status of jobs and the certificate that was used to initiate a transfer or query the FTS web service. No personal data nor the data files themselves are stored on FTS nodes or in the database back-end.

Enthaltene Leistungen

- * This service manages the file transfer from other Tier-1 centers to our Tier-1 center DE-KIT.
- * This service manages the file transfer between Tier-1 and Tier-2 centers in both directions

Internal view: Service description of the FTS Service within the CMDB

SCC Website – External view of Service description for FTS



KIT - SCC - Dienste - Wissenschaftliches Rechnen - Grid File Transfer Service - Mozilla Firefox

http://www.scc.kit.edu/dienste/5726.php

HOME | SITEMAP | IMPRESSUM | KIT

KIT
Karlsruhe Institute of Technology

Steinbuch Centre for Computing (SCC)

SCC
Steinbuch Centre for Computing

SUCHEN

Dienste

Wissenschaftliches Rechnen

- HPC und Clustercomputing
- Global Grid User Support (GGUS)
- Grid Certificate Authority (CA) Service
- Grid Computing Element
- Grid File Transfer Service**
- Grid Monitoring Services
- Grid Resource Broker
- Grid-Zugang für KIT (Campus Nord)

Produkte

Personen

ServiceDesk

Forschung u. Innovation

Projekte

Lehre, Aus- u. Weiterbildung

Studinfo

Veranstaltungen

Kooperationen u. Arbeitskreise

Publikationen

Über uns

Stellenanzeigen

Fertig

Grid File Transfer Service

This service manages the data transfer between Grid computing centers.

General Description

The Grid File Transfer Service (FTS) belongs to the gLite Grid middleware distribution. It manages file transfer jobs between different Grid sites via so-called 'channels' and provides scheduling and prioritization of the transfers. FTS is one of the central Grid services provided by a Tier-1 site within the worldwide LHC Computing Grid Project. FTS is the lowest-level data movement service defined in the gLite architecture. It is responsible for moving sets of files from one site to another, allowing participating sites to control the network resource usage. It is designed for point-to-point transfer of physical files. FTS has dedicated interfaces for managing the network resources and to display statistics of ongoing transfers. Optionally, FTS supports Logical File Names (LFNs), i.e. is able to provide catalogue lookup and registration. It allows to allocate the available bandwidth on a given network link to different Virtual Organizations (VOs) and provides a scheduling mechanism for file transfer requests. Within the worldwide LHC Computing Grid Project, wLCG, FTS is one of the central Grid services a Tier-1 site has to deploy and operate. All file transfers between the Tier-1 and associated Tier-2 sites as well as all transfers from other Tier-1 sites are managed using the FTS service. FTS is rarely used by single users but by higher level, global data management frameworks like PhEDEx or DQ2.

Utilization Period

FTS is designed to run 24 hours a day on 7 days a week, with exceptions announced at least one week in advance.

Booking Conditions

No particular booking is required to use this service. However, users must be member of a valid Virtual Organization and MUST be member of a valid Virtual Organization submitted from any gLite user interface either interactively or through the web interface.

Deregistration

No particular deregistration is required for this service. A user is not blocked from using FTS.

IT-Security

The FTS database and log files contain information on the transfer status of jobs and the certificate that was used to initiate a transfer or query the FTS web service. No personal data nor the data files themselves are stored on FTS nodes or in the database back-end.

Enthaltene Leistungen

- This service manages the file transfer from other Tier-1 centers to our Tier-1 center DE-KIT.
- This service manages the file transfer between Tier-1 and Tier-2 centers in both directions

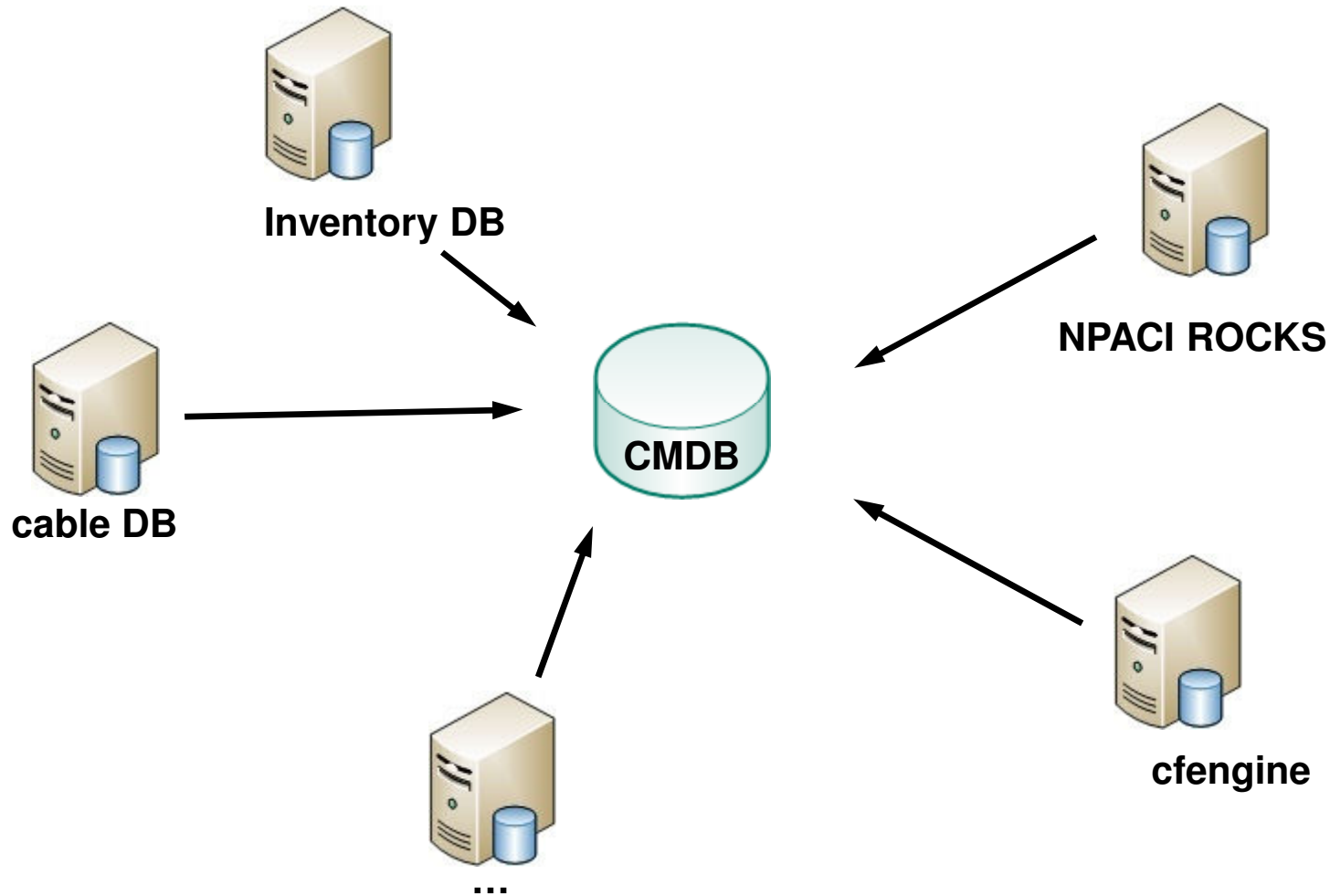
Nicht enthaltene Leistungen

- This service does not manage the file transfer from our Tier-1 center DE-KIT to other Tier-1 centers.
- This service does not manage the file transfer from the Tier-0 to our Tier-1 center DE-KIT.

Organisatorische Voraussetzungen

External view: Published Service description of the FTS Service in the Internet <http://www.scc.kit.edu>

SCC CMDB – Interface with already existing GridKa tools (at least) during initial development phase



Incident Management

■ An Incident

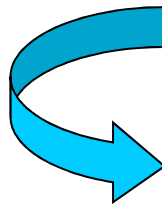
- Is an event that leads to a degradation or interruption of a service
- At appearance *usually* has an unknown cause

■ Incident Management

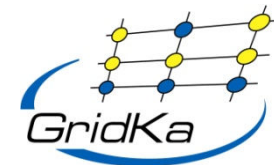
- Serves to recover normal service operation as quickly as possible
- Does not try to find / solve the problem
- Intimately **relates to on-call procedures** in case of 24x7 operations concepts

■ Usual workflow

- Detect
- Classify severity
- Inform
- Diagnose
- Recover
- Document / close
- **Hand over to Problem Management (!)**



Excuse:



24x7 operations



24x7 Operations at GridKa

Document defines

■ Prime service hours

- 8 a.m. – 6 p.m., Monday – Friday, except public holidays and scheduled laboratory closures

■ On-call service hours

- 8 a.m. – 6 p.m.: remaining days of the year
- 6 p.m. – 8 a.m.: all days of the year

■ Service Class Levels (SCL) with availability & max time to respond

■ SCL-0

- Vitally important (power & cooling)
- Average availability: 99.9%
- Max time to respond: 15 mins

- ... service classes continued
 - **SCL-1**
 - Critical (e.g. acceptance of Tier-0 LHC data); see MoU...
 - Average annual availability: 99%
 - Max time to respond: 2 hrs
 - **SCL-2**
 - Important (e.g. scheduled simulations and reconstruction); see MoU
 - Average annual availability: 98%
 - Max time to respond: 2 hrs during prime service hours, next day during on-call service hours
 - **SCL-3**
 - Others (e.g. GridKa CA)
 - Average annual availability: 95%
 - Max time to respond: next business day

■ Roles, tools for incident management

Service Desk (SD): Central interface between users or external operations teams and the internal IT service management.

The goals of the SD are to

- accept incident notification
- provide a first assessment and categorization of the incident
- try to resolve the incident or assign it to a responsible local expert
- document the incident notification
- inform / communicate with users and external groups
- incident elimination
- provide periodic (e.g. monthly) incident reports

Service Desk

- is working during prime service hours
- uses the GGUS Service Desk System

■ Roles, tools for incident management

Local Incident Communicator (LIC): Appointed by the local expert. He/she keeps the expert free from answering to non-relevant requests, searching for other experts, writing notes etc. during incident resolution.

The LIC is preferably but not necessarily a member of the service desk team, and his/her duties are to

- inform the service desk about the status and progress during incident elimination
- intercept other requests to the expert working on the incident
- escalate to more / other local expert or groups if required
- hand over the incident to the next shift if required
- close and document the incident resolution

■ Roles, tools for incident management

Local System Expert (LSE) The LSE are running and maintaining the basic infrastructure at the site.

Their responsibilities are

- installation, development and maintenance of the central monitoring systems and installation tools
- installation, daily operation, minor fixes, repair and updates of hardware and OS
- routinely check the base functionalities
- attend relevant internal operations and project meetings
- teaching and training

The LSEs

- are working during prime service hours
- routinely check the information pages of the Local Monitoring Systems
- work on notifications and alarms by Local Monitoring Systems, the Service Desk or other Local Experts

■ Roles, tools for incident management

Local Application Expert (LAE) (“application” = service). The Local (Service) Application Experts are running and maintaining one or more of the services.

Their responsibilities are

- installation and update of the service
- routinely check the service functionality
- attend relevant meetings and working groups
- incident resolution
- debug and solve problems
- escalation to service developers or other relevant parties
- user support, teaching and training

The LAEs

- are working during prime service hours
- routinely check the information pages relevant to their service
- work on notifications and alarms by Local Monitoring Systems, the Service Desk or other Local Experts.

■ Roles, tools for incident management

On-call Engineer (OCE) Rotating role among Local System and Application Experts. Several OCEs belonging to different thematic on-call circles at the same time. They are responsible for incident handling during on-call service hours.

OCEs have the following responsibilities:

- incident response for Service Class Levels 0, 1, and 2 on notification via SMS from Local Monitoring Systems
- trouble shooting and recovery on the basis of predefined incident procedures
- problem record tracking in the central service desk system
- escalation to and communication with other on-call circles if required
- escalation to the site management
- handover of unresolved incidents

The OCEs

- are equipped with mobile phones and laptops for remote access

■ Roles, tools for incident management

KIT Alarm Centre: The FZK Alarm Centre (or more precisely: building control centre) is an infrastructure unit for the whole KIT Campus North (24x7 operations, with different shifts and on-call teams).

It is responsible for

- general security, safety and fire detection and fire defense
- intervention in case of loss of electricity and cooling
- The FZK Alarm Centre operates own monitoring systems with interfaces to the Local Monitoring System of the computing centre.

■ Roles, tools for incident management

Local Monitoring Systems (LMS) If this LMS recognizes an incident an Email is send to the LSE and LAE. During on call service hours an SMS to the Mobile of the OCE is sent.

- LMS = Nagios + few specialized tools for network monitoring.
- > 21.000 service monitors

It has an input interface from

- the monitoring system of the FZK Alarm Team and
- provides a web front-end for the daily work of LSEs
- automatically assigns failures to LSEs and LAEs
- respectively notifies the Service Desk
- During on-call service hours it is switched over to generate SMS to OCEs upon SLC-0/1/2 incidents.

■ Roles

- LIC, LSE, LAE, OCE ⇔ see previous slides
- SCC-central Incident Manager
- But GridKa / VSG ITIL coordinator for

Documentation, reporting, 24x7 hand-over, ...

■ Different Workflows for incident handling because of different responsibilities

- During prime service hours
- During on-call service hours

■ Observation

- Dependency Incident/Configuration Management:
Incidents certainly requires subsequent change in SCC-central CMDB

■ External view and tools

■ Notification

- Change log on GridKa Monitoring Web Page
- Service Desk GGUS / Ticket system ⇒ next slides
- Whole suite of EGEE broadcasts and tools

■ Detection

- Service Availability Monitoring (SAM)
- GridKa Monitoring Web Page ⇒ next slides

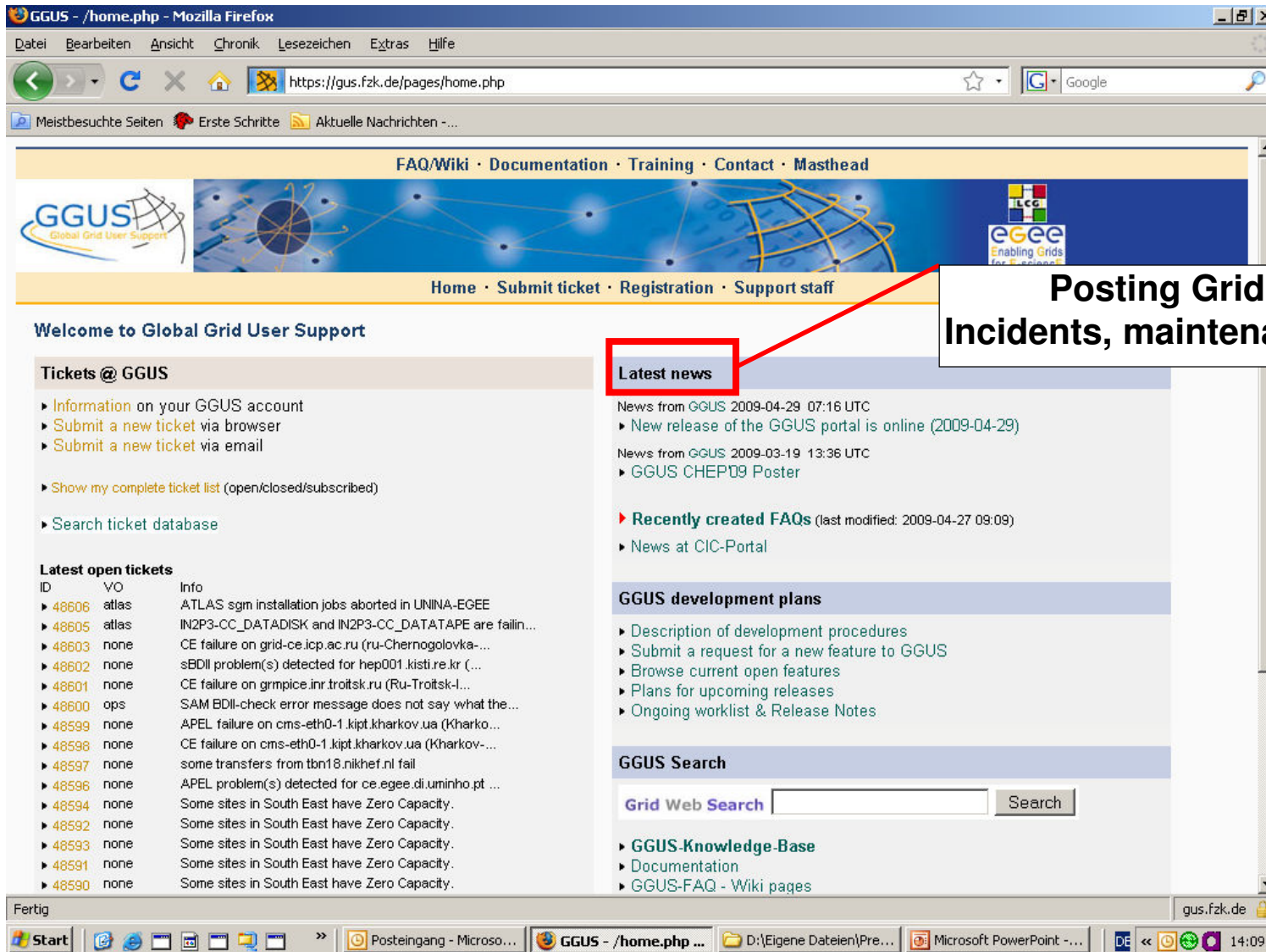
■ Internal view and tools

■ Detection

- Nagios, Ganglia, SAM
 - Nagios triggers SMS to on-call engineers

■ Notification / documentation

- *Internal* part of Service Desk / Ticket System
- GridKa wiki ⇒ next slides
- Weekly reports, internal 24x7 hand-over



GGUS - /home.php - Mozilla Firefox

https://gus.fzk.de/pages/home.php

FAQ/Wiki · Documentation · Training · Contact · Masthead

Home · Submit ticket · Registration · Support staff

Welcome to Global Grid User Support

Tickets @ GGUS

- Information on your GGUS account
- Submit a new ticket via browser
- Submit a new ticket via email
- Show my complete ticket list (open/closed/subscribed)
- Search ticket database

Latest open tickets

ID	VO	Info
▶ 48606	atlas	ATLAS sgm installation jobs aborted in UNINA-EGEE
▶ 48605	atlas	IN2P3-CC_DATADISK and IN2P3-CC_DATAPE are failin...
▶ 48603	none	CE failure on grid-ce.icp.ac.ru (ru-Chernogolovka-...
▶ 48602	none	sBDII problem(s) detected for hep001.kisti.re.kr (...)
▶ 48601	none	CE failure on grmpice.inr.troitsk.ru (Ru-Troitsk-I-...
▶ 48600	ops	SAM BDII-check error message does not say what the...
▶ 48599	none	APEL failure on cms-eth0-1.kipt.kharkov.ua (Kharko...
▶ 48598	none	CE failure on cms-eth0-1.kipt.kharkov.ua (Kharkov-...
▶ 48597	none	some transfers from tbn18.nikhef.nl fail
▶ 48596	none	APEL problem(s) detected for ce.egee.di.uminho.pt ...
▶ 48594	none	Some sites in South East have Zero Capacity.
▶ 48592	none	Some sites in South East have Zero Capacity.
▶ 48593	none	Some sites in South East have Zero Capacity.
▶ 48591	none	Some sites in South East have Zero Capacity.
▶ 48590	none	Some sites in South East have Zero Capacity.

Latest news

- News from GGUS 2009-04-29 07:16 UTC
 - ▶ New release of the GGUS portal is online (2009-04-29)
- News from GGUS 2009-03-19 13:36 UTC
 - ▶ GGUS CHEP09 Poster
- ▶ Recently created FAQs (last modified: 2009-04-27 09:09)
 - ▶ News at CIC-Portal

GGUS development plans

- ▶ Description of development procedures
- ▶ Submit a request for a new feature to GGUS
- ▶ Browse current open features
- ▶ Plans for upcoming releases
- ▶ Ongoing worklist & Release Notes

GGUS Search

Grid Web Search Search

- ▶ GGUS-Knowledge-Base
- ▶ Documentation
- ▶ GGUS-FAQ - Wiki pages

Posting GridKa Incidents, maintenance etc.

Overall status: good 449 out of 5090 jobs have a cpu/elapsed time ratio < 0.2 (Last check done: 14:00)

Alice: fair Atlas: good CMS: good LHCb: fair CDF: good D0: good Compass: no jobs Babar: good Auger: no jobs

All values are calculated for jobs with an elapsed time > 3 minutes only!

SAM monitored LCG/gLite services (OPS) [VO specific results](#)

Service status is updated every 10 mins. For detailed test results, click on link below.

Service	Host	Status	Timestamp (UTC)
SRMv2	atlassrm-fzk.gridka.de	ok	2009-05-07 11:49:19
BDII	bdii-fzk.gridka.de	ok	2009-05-07 11:37:57
CE	ce-1-fzk.gridka.de	ok	2009-05-07 11:48:10
CE	ce-2-fzk.gridka.de	ok	2009-05-07 11:47:38
CE	ce-3-fzk.gridka.de	ok	2009-05-07 11:50:26
CE	ce-4-fzk.gridka.de	ok	2009-05-07 11:48:10
FTS	fts-fzk.gridka.de	ok	2009-05-07 11:47:04
sBDII	giis-fzk.gridka.de	ok	2009-05-07 11:37:57
SRMv2	gridka-dCache.fzk.de	ok	2009-05-07 11:47:38
LFC_L	lfc-fzk.gridka.de	ok	2009-05-07 11:51:08
CE	test-mw-2-fzk.gridka.de	ok	2009-05-07 11:49:19
gRB	wms-1-fzk.gridka.de	ok	2009-05-07 11:49:51
gRB	wms-2-fzk.gridka.de	ok	2009-05-07 11:47:38
gRB	wms-3-fzk.gridka.de	ok	2009-05-07 11:48:11

Services for which only one test is run and no overall service status is provided by SAM:

Service	Host	Test	Status	Timestamp (UTC)
RGMA	monbox-fzk.gridka.de	RGMA-host-cert-valid	ok	2009-05-07 11:50:26
MyProxy	px-fzk.gridka.de	MyProxy-host-cert-valid	ok	2009-05-07 11:48:44


[Detailed SAM test results for all VOs](#)

Posting GridKa Incidents, maintenance etc. also here

Workflow for incident handling during On-Call service hours - GridKa - Mozilla Firefox

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Workflow for incident handling during On-Call service hours

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- 1 Preconditions for your 7*24 operation shift
- 2 Start the 7*24 operation shift
- 3 During the 7*24 operation shift
 - 3.1 Overview on workflow for incident handling
 - 3.2 Alarm SMS on mobile from the local alarm system (Nagios).
 - 3.3 Acknowledge incident/SMS
 - 3.4 Get information
 - 3.4.1 Nagios alarm
 - 3.4.2 ROC DECH alarm ticket
 - 3.4.3 GridKa alert
 - 3.4.4 Test SMS
 - 3.5 Communicate locally and externally
 - 3.6 Solve Incident
 - 3.7 Close and document incident
- 4 After the 7*24 operation shift

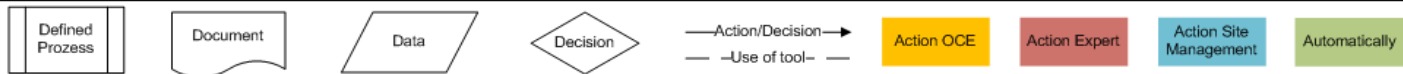
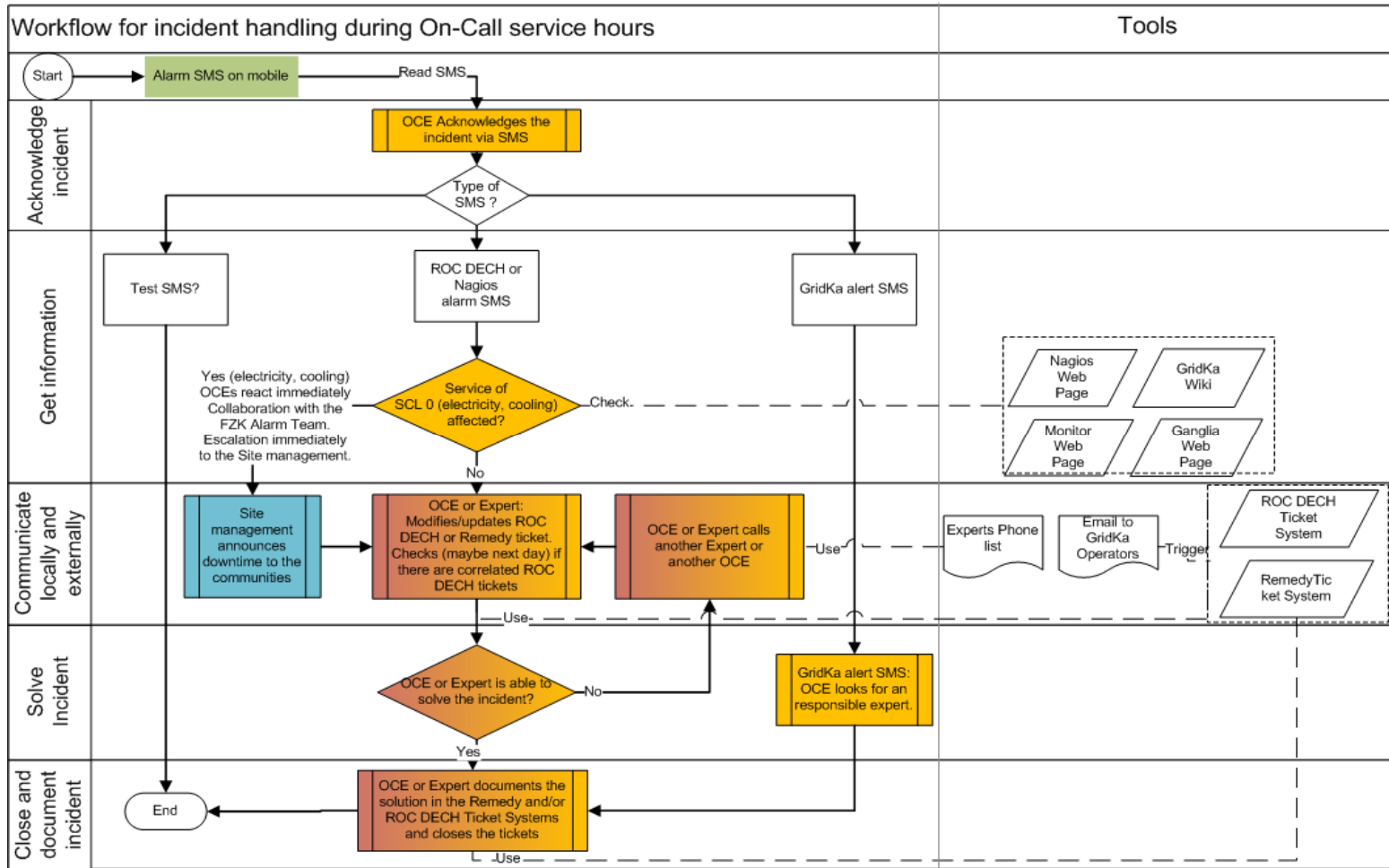
Preconditions for your 7*24 operation shift [\[Bearbeiten\]](#)

You need:

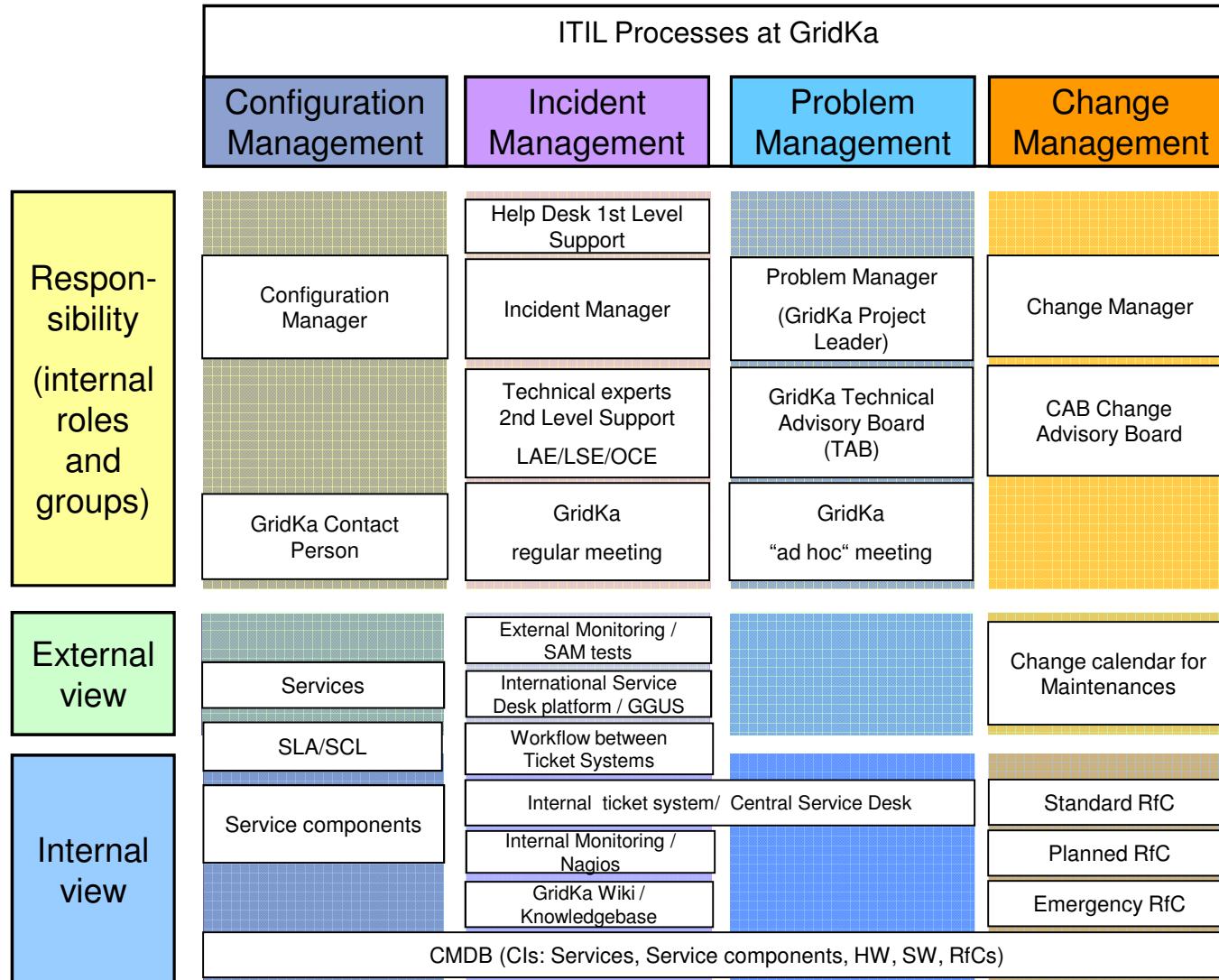
- Grid Certificate (GridKa CA Web front-end [more information](#) )

The incident alarm type depends on its source. For each alarm/incident another SMS-Text is send to the mobile of the OCE:

- **Nagios alarm:** Service of Service Class Level 0 (SCL-0), SCL-1 or SCL-2 effected and detected by the local internal monitoring system.
- **ROC DECH alarm ticket:** The OCE gets an SMS about an external raised alarm via a GGUS ticket.
- **GridKa alert:** There is a problem seen from outside and the OCE has to look for an available expert.
- **Test SMS:** This SMS is testing the OCE's mobile alarming workflow before the weekend.



Overview roles and tools at GridKa/SCC



Summary: My very personal view

- It takes time to convince all colleagues.
- But it is worth to investigate. Modern processes across department borders need binding rules and efficient management
- ITIL does not mean:
 - Your company is watching you
 - Control of your personal efficiency
 - More paper work for nothing
- Added value:
 - All required data (Service Descriptions, RFCs, incident solutions) are stored once a time. Next time it can be a template for another Service Description, RFC or incident solution
 - The help desk becomes more and more efficient
 - The CMDB grows and grows and becomes more and more up-to-date. Strong relation between Config./Change Management

Thank you for your attention!

For further questions you can contact
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or me (tobias.koenig@kit.edu) via Email.

STEINBUCH CENTRE FOR COMPUTING - SCC

