

ROD model assessment ROC UKI

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ROD Model

Tools

Communication

Region Support

Knowledge Sharing

Transition Problems

Summary

- **Model**

- 1 Person from each UK/I sub-regions
- Geographically spread
 - Dublin, Glasgow, London, Manchester, Oxford
- Duty shifts
 - Shift assignments are to one core person (plus one backup)
 - Each shift is for the duration of the week
 - Shifts are recorded in a team Google calendar

- **Duties**

- Examine site status in region (Dashboard, Gridmap, Gstat, SAM)
- Determine if dashboard alarm is transient or persistent
 - If persistent then raise ticket after 24 hours
- Follow up on tickets
 - Provide advise where possible to sites with tickets
- Use SAMAP to confirm a site has fixed ticketed problem
- Write hand-over report for next scheduled operator
- Follow-up is done in the ticket themselves.

- **Dashboard**

- Positive experience, but some cumbersome problems
 - Dashboard takes long time to display new contents after an action
 - On alarm deletion, frame redraws several times
 - Not clear if site contacts have received “Notepad” e-mail
 - *How do sites respond to e-mails sent via “Notepad” mechanism?*
 - Operator who raises new GGUS ticket doesn’t automatically get e-mail when ticket is updated by site.
- Missing functionality
 - No setting to switch all site alarms off (each alarm must be individually selected)
 - Alarms should be self-healing - should be able to switch off automatically if problem clears (compare to nagios)
 - *This is a necessity - Operator spends a lot of time chasing after non-relevant alarms.*
- Site Status in alarm may not correspond to SAM/Gridview
 - The last status of an alarm often contradicts SAM status.

- **Monitoring system**
 - SAM,
 - Nagios,
 - gstat,
 - Gridview/Gridmap
- **Team Scheduling**
 - Google Calendar
- **Ticketing system**
 - GGUS

- **ROD to Site communication preferred over COD to Site**
 - UK/I Site operators and ROD usually know each other personally
 - F2F at EGEE conferences, GridPP etc
 - UK/I monthly deployment phone conference (via EVO)
 - In some cases solid working relationships developed over many years
 - UK/I ROD mailing list used for ROD coordination & discussions
- **Communication with sites**
 - is usually done via the GGUS tickets or Dashboard Notepad mechanism
 - UK/I Technical Chat-room for site admins
- **ROD Communication**
 - Mostly via e-mail

- **Site Support**

- Sub-regions (based around GridPP Tier-2s plus Grid-Ireland) support their sites and users as best they can. There are monthly management and technical meetings and sub-region support lists
- National. At this level we have a central deployment team who discuss issues weekly and a list for team support questions. We also run a much used region-wide support and information list (a UKI version of LCG-ROLLOUT).

- **User support**

- We now run a federation support list where users can ask questions and which we can use to inform the community of matters that may impact them.

- **Tools for Knowledge Sharing**
 - Site Admins chatroom
 - Multiple blogs (eg ScotGrid on Fire)
 - The ROD mailing list
 - TB-SUPPORT/LCG-ROLLOUT mailing list
 - Regional Dashboard (tickets, notepad)

- **Tools working well but still need improvement**
 - Lack of automation in processing of alarms is source of discontent and extra unnecessary labour
- **Undesired intervention by COD**
 - Occurred during early transition
 - Contrary to principle of subsidiary
 - ROD admins understand local conditions better

UK/I ROD established and running well

Tools are satisfactory, but need improvement