

ROD model assessment ROC DECH

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- **ROD Duties**
- **Knowledge Sharing**
- **Summary**

- **Model**
 - ROD+1st line support=one shift
 - 4 teams, weekly rotation (FZK, DESY, SCAI, CSCS+ITWM+GSI)
 - At a new alarm the site has 24 hours to solve the problem. After 24 hours a ROD-shifler opens a ticket
 - All sites are registered for sam-alarm notification (by ROC manager)
- **Tools**
 - **COD dashboard**
 - *Would be nice to have an option to close all alarms with last status OK on one click*
 - **Monitoring:**
 - **SAM + Dashboard.**
 - **Future: Nagios server** (<https://rocmon-fzk.gridka.de/nagios/>)
 - **Ticketing system: Regional Helpdesk** (<https://dech-support.fzk.de>)
- **Communication**
 - Mailing lists. One for ROD and one for each team.

What tools are currently utilized for Knowledge Sharing:

- **Dashboard handover. Mailing lists**
- **DECH wiki:**
 - <https://twiki.cscs.ch/twiki/bin/view/DECH/WebHome>

- ROD since 15th June.
- Tickets:
 - CIC ~2 tickets/week
 - GGUS ~8 tickets/week
 - ROC_DECH ~5 tickets/week