Pole1: Assessment of the operational model

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e-infrastructure

Enabling Grids for E-sciencE

- **Operations metrics for July, August 09**
- **Feedback from DECH and UKI**
- **COD tasks now and in EGI**

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- **Model depends on timely actions**
  - first 24h – time for site & technical support team
  - <24,72> - time for ROD to clear the problem OR record it in GGUS
  - <72,∞) - model malfunction, CCOD comes into the game
  - ticket not handled on time (expiration date passed some time ago etc.)
  - ticket not solved in 30 days
- **Metrics aim: indicate problems with operating model**
  - items not handled on time
  - items not handled according to procedures
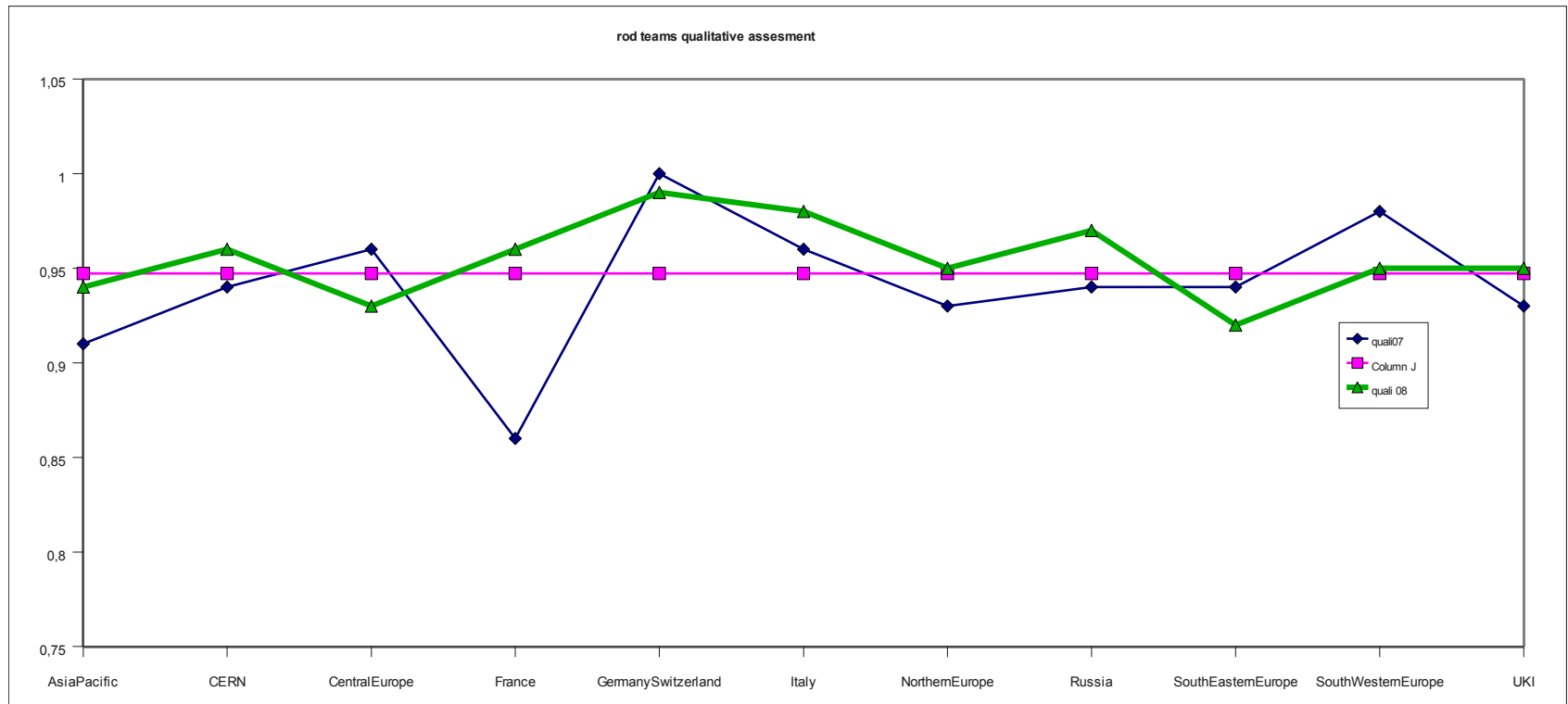 - assess workload on ROD & CCOD teams

Workload for rod and c-cod operators
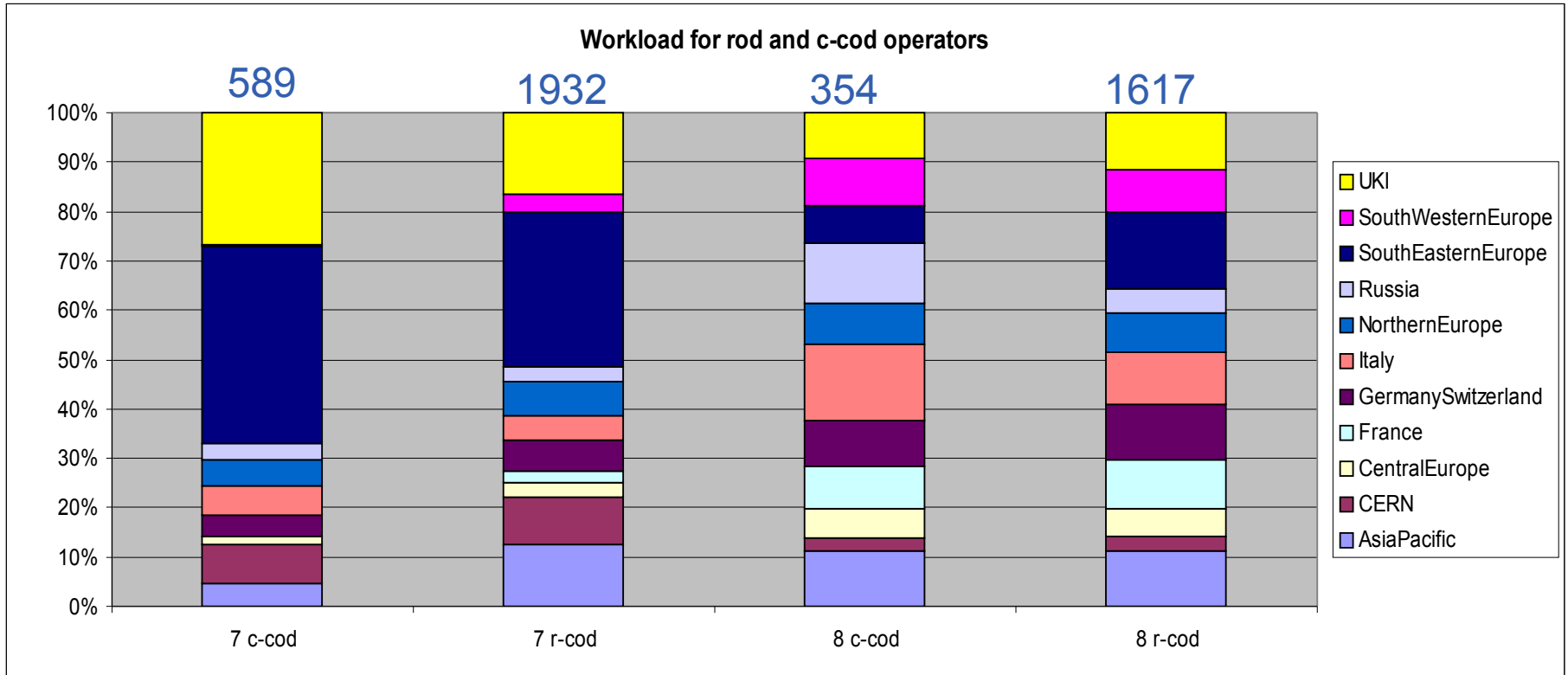
- **fraction of ROD items that pass to CCOD dashboard**
  - July: 30%, August: 22%

Workload for Number of critical test per region

589   1932   1617
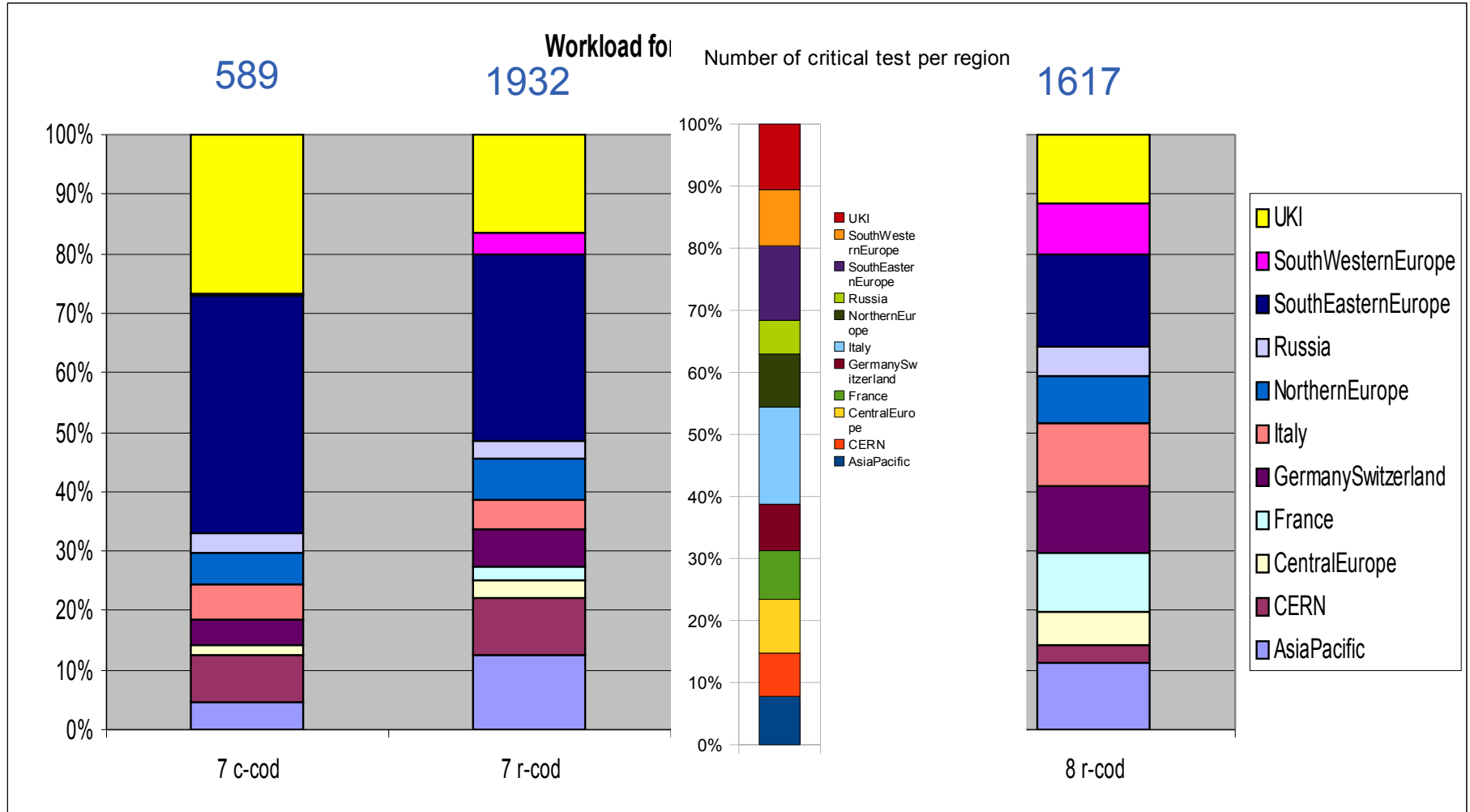
number of items compared to critical tests
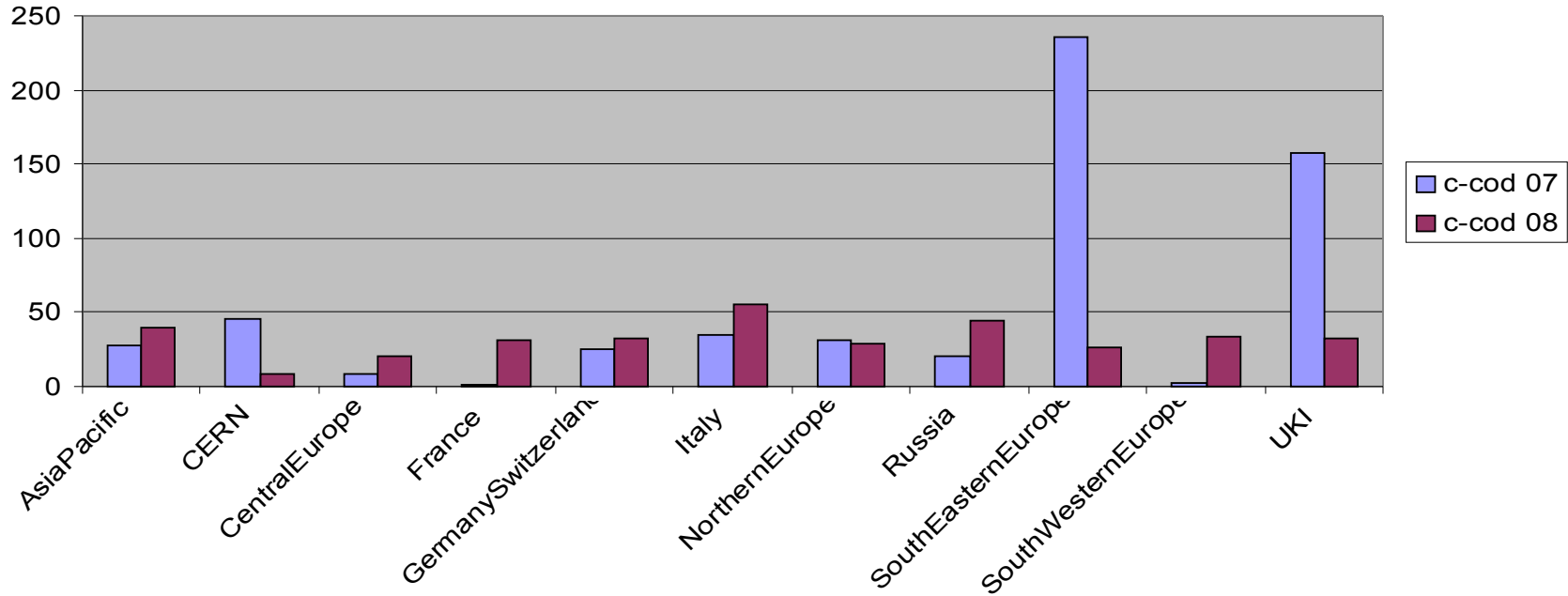
rod teams qualitative assesment

- **Does not actually show the "quality" of RODs as there are cases in which ROD has to close non-ok alarms**
- **Good to keep it around 0.9**
- **Important as shows if the model "time rules" are respected**
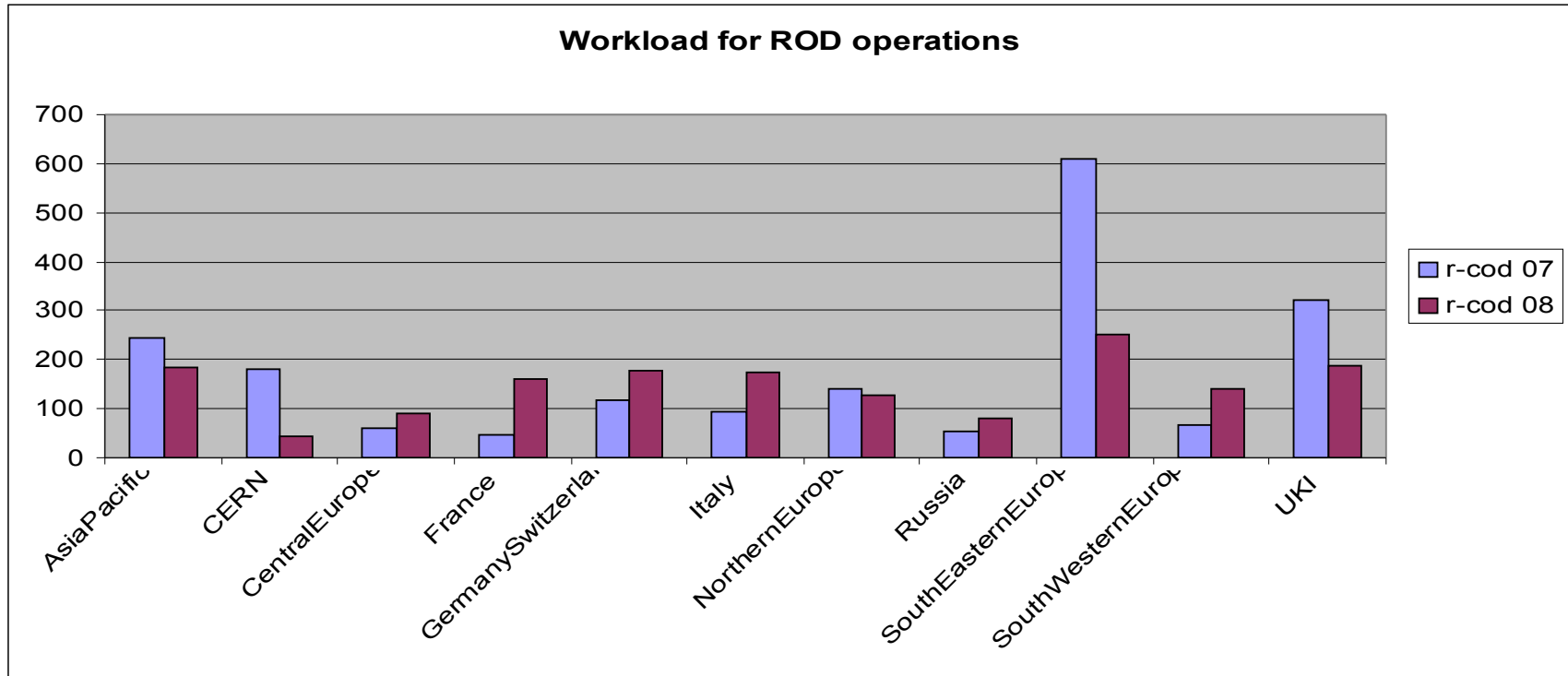
- **SEE, UKI, RU, DECH joined in COD-20 (mid June'09)**

Workload for C-COD operations

- **Full material available at:** http://indico.cern.ch/materialDisplay.py?contribId=1&materialId=slides&confId=66708

- **Organization**
  - ROD + 1st line combined
  - 4 teams
  - 24h grace period for site to clear an alarm
- **Dashboard**
  - *Would be nice to have an option to close all alarms with last status OK on one click*
- **Knowledge sharing**

DECH wiki:

https://twiki.cscs.ch/twiki/bin/view/DECH/WebHome

CIC ~2 tickets/week

GGUS ~8 tickets/week

ROC_DECH ~5 tickets/week

- **Use google calendar to sync. ROD teams**
- **Determine if the problem is persistent - how?**
- **24h grace period in place**

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- **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.

- **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

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- **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)

  - Any persistent place to record a solution for solved problem, especially these solved within first 24h?

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Animation role (forum of ROD teams)

1. Upgrade of operational procedures and best practices
2. Requirements on operational tools (dashboard/monitoring)
3. Knowledge Sharing
4. Communication channel for new critical tests implementation
5. Quarterly meetings in coordination with all regional operations teams a.k.a. F2F Forum

ID	Now (EGEE-III)	in EGI era (proposal)
1	Experienced staff involved in operations: COD, ROD (NE, FR, CE, DECH, UK)	Coordinated by EGI leader for task (O-E-13), supported by EGI COD team (O-E-5) and Forum of RODs
2	People using the dashboard COD, ROD and 1st line supporters (main contribution: CE, NE)	EGI COD team (O-E-5) and Forum of RODs
3	Part done by GGUS (for registered problems), for problems solved within first 24h – *technical experts* as they have the closest link to the solution (AP, DECH,...)	Can be done by some NGI, but need active involvement from regional teams, particularly *technical experts*
4	COD gives recommendations (they will chase failures of new test). Political decision: is approved at ROC managers level. (FR,...)	EGI critical tests need technical approval from COD. They need to be agreed between EGI/NGIs.
5	COD head, subtopics leaders (FR+ALL)	?