ACTIONS AND DECISIONS AT THE F2F SA1 COORDINATION MEETING, BARCELONA 24/09/2009

Proposals to be ratified at next meeting

- Proposal to split OAT in 2, deployment (Nick Thackray) and advisory (chair to be nominated, waiting for EGI decision), both coordinated by James Casey. To be discussed at next meeting, together with mandate for advisory and links with individual tool advisories

- To be discussed at next meeting: use of the site reports, filled weekly as input to the operations meeting, and the overlapping with GOCDB downtime justifications.
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Actions and Decisions:

1. Deployment in production by the end of EGEE III: regional monitoring (Nagios) with at least the same functionality we have today with SAM for sites, ROCs, OCC and VOs, interfacing with the rest of the operation tools centrally deployed. This is the first priority for all operation tools.

2. Decision to suspend sites that are below 50% site availability or reliability over 3 consecutive months. Actions on all ROCs to implement it and to the OCC to document it and follow up.

3. Action in all ROCs to include to include SLA agreement as part of the site certification process on their procedures

4. Correct the implementation of reliability calculation so GOCDB unscheduled downtimes are not counted as scheduled ones

5. Action on OAT deployment (James and Nick): provide a set of milestones to achieve decision 1. It should include detailed dates for remaining developments to be finished (central dashboard interfaced to Nagios, availability calculation, etc), deployment testing by some regions, and releases.

6. Action on OAT deployment of providing a draft schedule to the regions on what is expected from them to roll out Decision 1 in production:

    - Timeline to deploy regional nagios in production
    - Timeline to test regional nagios by the R-COD, who will do this? timeline for reporting about this
    - Timeline to compare results of nagios and sam
    - Timeline to use new version of central dashboard
    - Etc

7. Action on OAT deployment to publish checklist for release of operations tools, including packaging, documentation, repositories, licensing and wide testing BEFORE it is released

8. Action on GGUS to investigate the site support metrics defined in the SLA. Draft implementation plan by the end of October:

    a. Maximum time to acknowledge GGUS tickets (target = 4 h)

    b. Maximum time to resolve GGUS incidents (target = 5 working days)

9. Action to all ROCs to encourage sites to properly declare downtimes, scheduled and unscheduled.

10. Decision on simplified intervention procedures:

    a. All downtimes that are declared with fewer than 24 hours' warning are unscheduled
    b. For gridops tools, all downtimes that are declared with fewer than 5 working days' warning are unscheduled
    c. Unscheduled downtimes can be declared up to 48 hours in the past (retroactive information to the user community)
    d. Existing Scheduled downtimes can be extended provided that it's done 24 hours in advance
    e. Downtimes will be announced when they are declared and will be re-announced 1 day and hour prior to their start

11. Decision to maintain mw version baseline with timeline for upgrade, following up with sites and with sanctions if they run old versions (site suspension, grace period to be discussed). Proposal being worked out by the OCC.

12. The decision taken at today's SA1 coordination meeting about the new EGEE TPM model is to continue with the present rota involving all teams for some time longer, and migrate directly to the NGIs that will be awarded with the associated EGI global task, O-E-7: Triage of Incoming Problems. The estimated timeline is to stay with the present TPM model till the end of the year, and to migrate to the EGI model by the beginning of 2010. This is only a tentative timeline because we don't know who the awarded NGIs will be, and the transition plan needs to be agreed with them. As soon as this is known, it will be the task of the USAG to work out a feasible transition plan with them and to put it in place.