Assessment of C-COD & ROD activities

Marcin Radecki

SA1 F2F meeting @ EGEE'09 Barcelona

www.eu-egee.org

- **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) → CCOD
  - ticket not solved in 30 days → CCOD
- **Metrics aim: indicate problems with operating model**
  - items not handled on time
  - items not handled according to procedures
  - assess workload on ROD & CCOD teams

Enabling Grids for E-sciencE

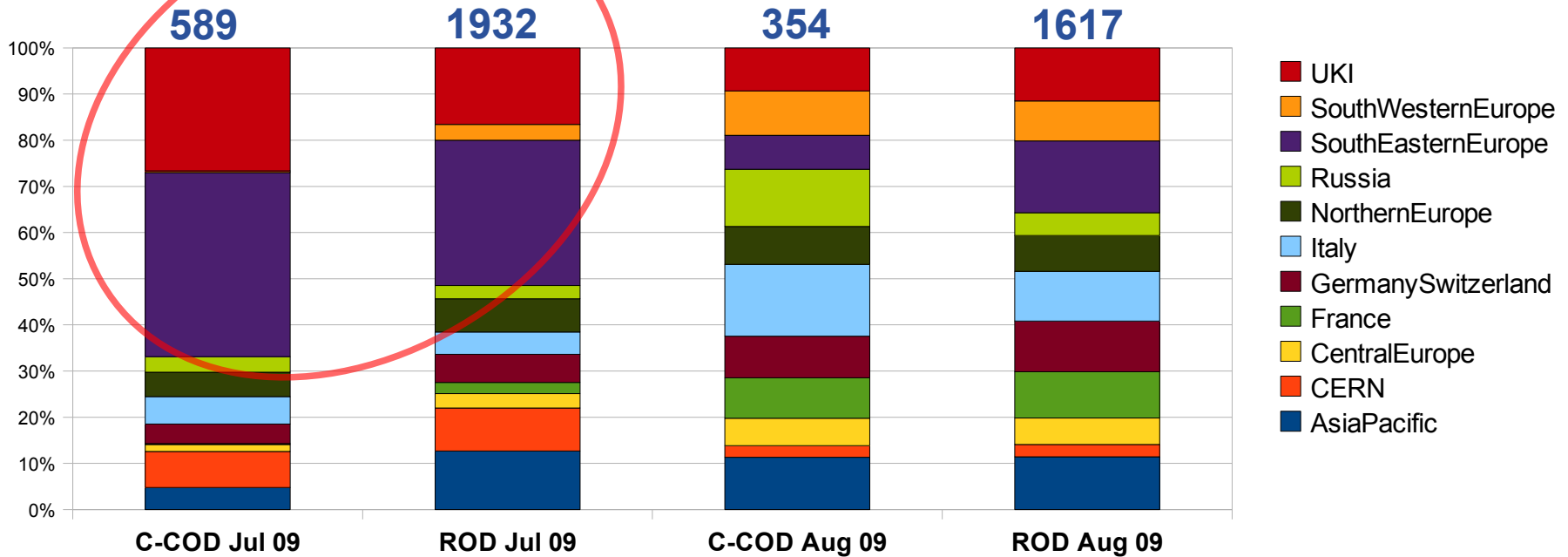| An „item" in the dashboard is either alarm or ticket that the relevant party (C-COD, ROD, 1st line) should take action upon.	
Description	Number of **items appearing in C-COD dashboard** indicates the amount of work that the operator has to deal with. It could also be **used to assess the quality of support process**. There should be no items in C-COD dashboard if the support process is working in a timely manner.
What is measured	Number of items in C-COD dashboard that needs immediate action, appearing on a given day. Items not done on a given day will be counted again the next day.
Purpose	To estimate the amount of daily work of C-COD operator and quality of support process.
Source of data	C-COD dashboard

An „item" in the dashboard is either alarm or ticket that the relevant party (C-COD, ROD, 1st line) should take action upon.	
Description	Number of **items appearing in ROD dashboard** indicates the amount of work that the operator has to deal with. In general it **cannot be used** to assess the quality of support process.
What is measured	Number of items in ROD dashboard that needs immediate action, appearing on a given day.
Purpose	To estimate the amount of daily work of ROD operator.
Source of data	Regional dashboard

![EGEE logo]
Enabling Grids for E-sciencE

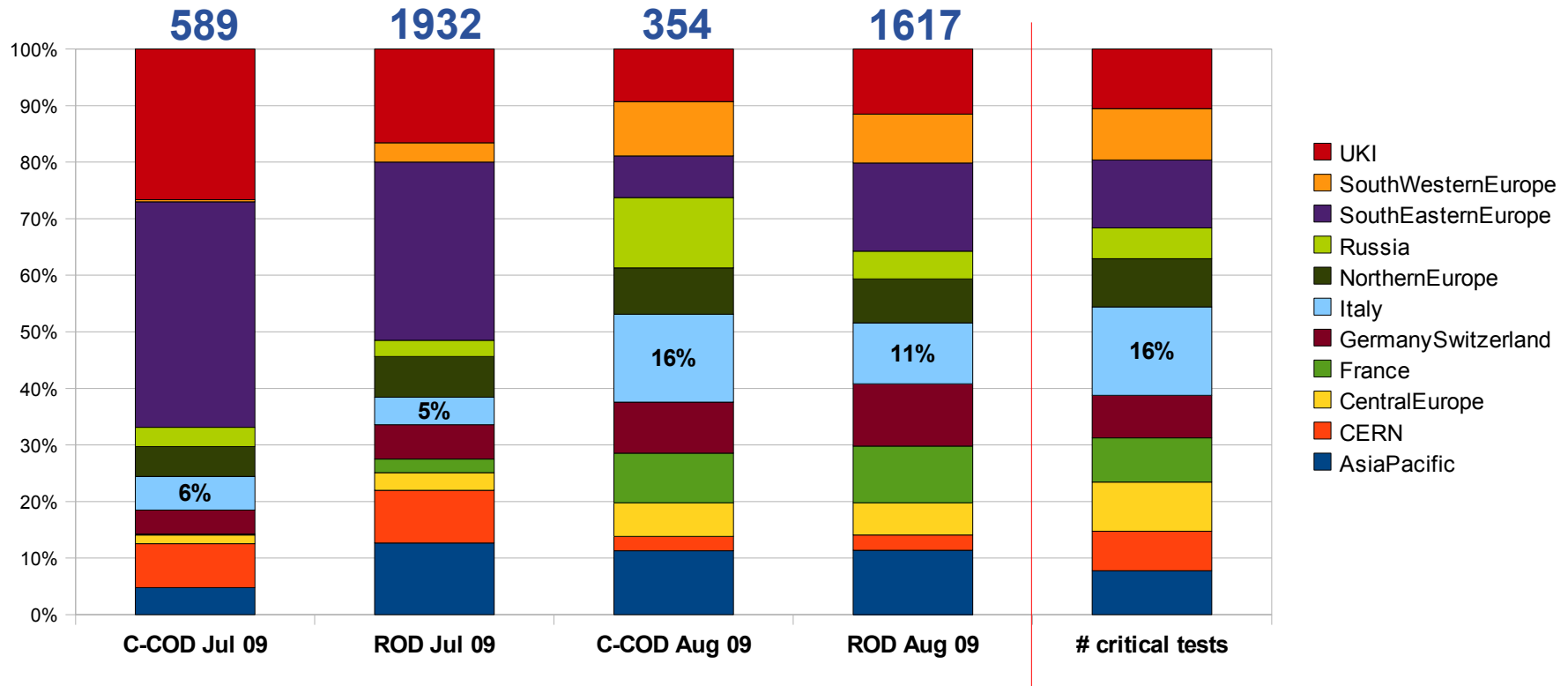| Metric = (alarms_closed_with_OK/alarms_closed_in_total)	
Description	Regional ops. support staff can close an alarm if the actual state of the service is OK or some ERROR state. In general **they should fix problem** and close alarm only if the actual service state is OK.
What is measured	Fraction of alarms closed with OK status over some time period e.g. 1 month.
Purpose	Assess regional support quality, make sure model time rules are followed.
Source of data	Regional dashboard

egee

Enabling Grids for E-sciencE

C-COD and ROD workload in July & Aug '09

589   **1932**   **354**   **1617**

Legend:
- UKI
- SouthWesternEurope
- SouthEasternEurope
- Russia
- NorthernEurope
- Italy
- GermanySwitzerland
- France
- CentralEurope
- CERN
- AsiaPacific

Categories: C-COD Jul 09, ROD Jul 09, C-COD Aug 09, ROD Aug 09

- **SEE, UKI, RU and DECH joined new model mid June'09**
  - problems with SEE dashboard (could not handle items for a few days)
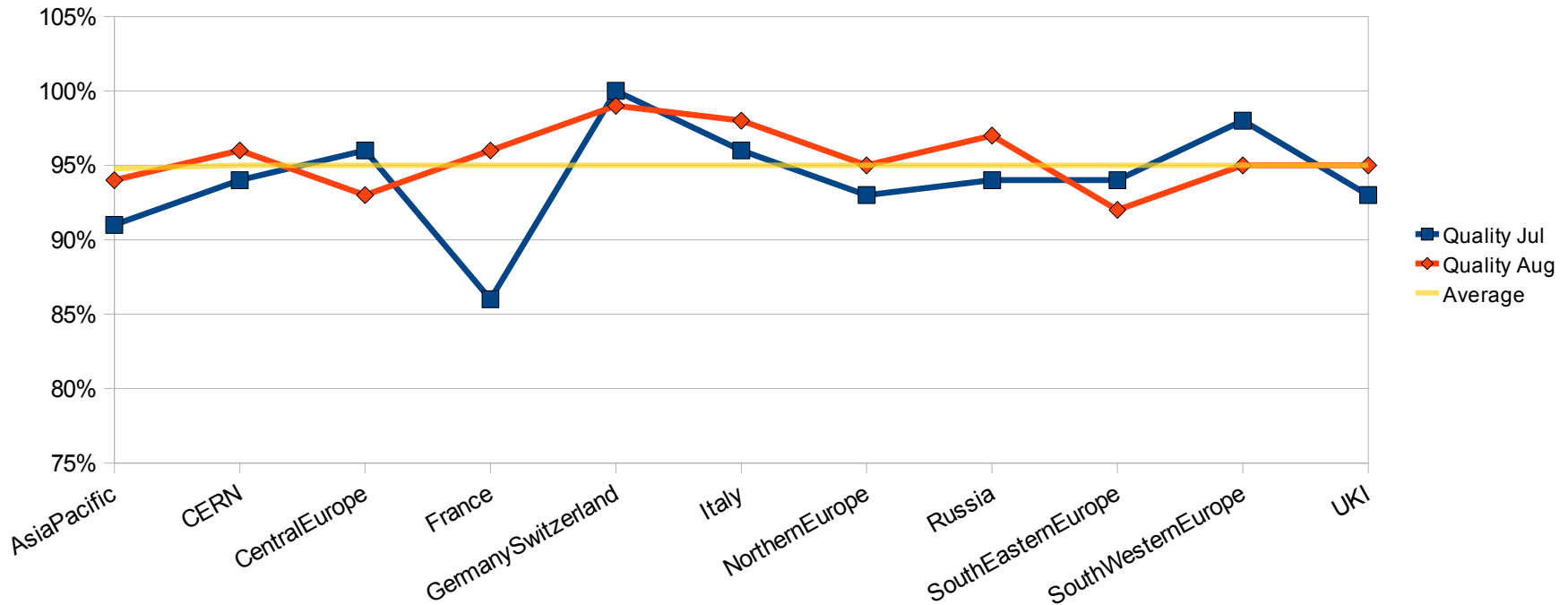 - reorganization of model implementation within SEE countries

C-COD and ROD workloads in July & August 09

- **Total items ≠ individual cases to be taken care of for C-COD**
- **60% reduction of items in C-COD dashboard in Aug'09**
- **Number of critical tests run in the region for assessment of items distribution among RODs**

Enabling Grids for E-sciencE

- **Participate in Weekly Operations Meetings**
- **Removing problematic sites**
- **Deal with GGUS tickets assigned to the C-COD SU**
- **Follow-up core matters**
- **Co-ordinate knowledge sharing activities**
- **Upgrade OPM**
- **Make recommendations on criticality of tests**
- **https://twiki.cern.ch/twiki/bin/view/EGEE/OperationalProceduresforCCOD#4_2_Duties**

Regional Support Quality

Quality of ROD teams
(Fraction of alarms closed with OK status)

- **Important as NON-OK closing is breaking the model**
- **Identified cases in which NON-OK alarms <u>need to</u> be closed e.g. site failed some tests and went into SD**
- **Eliminate cases and ask for iustification on each case**

Enabling Grids for E-sciencE

- **Automatic gathering on metrics in place**
- **Metrics well suited to model specifics - indicate problems with model operation**
- **Need to run them for another few months to identify trends and make more credible conclusion**