PoW for the second year Transition to EGI

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- During the second year of the project, a **managerial equivalent of the EGI Operations Unit** will be established within this task to verify the manpower levels and operational procedures that will be used within EGI

- A new milestone, MSA1.12, will report on the review all **SA1 processes, policy and procedures** and update them as required to ensure they capture current practices and reflect the evolving EGI model

- Deployment test and pilot services will be merged into one by having a '**rollout** testbed' composed of representative sites (e.g. making use of different batch systems) from the regions that undertake to deploy new certified software release in a timely manner.

- Note: It is envisaged that communities and sites currently interested in supporting 'Pilot' activities will also be interested in becoming engaged **in earlier phases of a product's development through 'Experimental' services**.

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- The move to NGIs has led to a need for some **operational tools** to be deployable at a regional level and potentially federated with central services. As some of these tools are now going to be deployed outside of their development environment it is vital that the **experiences learnt elsewhere in the project (i.e. JRA1 and SA3) on software development, testing and certification are applied** here.

- Progress on the operations tools that are being actively developed during the second year for a regional deployment will be required to use best practices from elsewhere within the project, and **will be monitored by the TMB. The Operational Automation Team (OAT - metrics automation) should be a priority** for any resources made available by transitioning effort to the NGIs.

- Regional support activities (i.e. training, TPM, user support and helpdesk functions) will be expected to be increasingly supported through the NGIs, or by NGIs working together as part of a region. The dedicated LHC support team should work to develop closer organisational links with the proposed SSC model. Generic VO support activities should devolve to the countries active within that VO, i.e. their local NGI.

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Candidates for simplification include: fewer software versions, more stringent rules for adoption of new software by sites, fewer VOs by regrouping and pruning.

- well-defined list of versions supported (in collaboration with JRA1 and SA3), and enforce upgrades by active tracking of sites falling behind. This will also be achieved by defining more stringent rules for adoption of new software by sites:
  – Sites running legacy releases after the last call for upgrade will become suspended/uncertified
  – Active monitoring of the client m/w versions that sites are running
  – 1-2 checkpoints per year to check version compliance of all m/w core services
  – If a version/compatibility bug is detected by a VO, they should supply a SAM test to SA1/NA4 when the bug is fixed to ensure that the correct behavior of the infrastructure is captured and can be verified in future pre-production testing.

EU review recommendations(II)

Review whether the currently chosen availability and reliability metrics are the most representative of a grid infrastructure like EGEE from the user perspective and evaluate other solutions and ways of implementing them.

- To promote the usage of VO-specific metrics, we will coach a VO, selected by NA4, to run a subset of the existing infrastructure metrics using its credentials, and to add its own set of VO-specific metrics.

- Additionally, for each active VO, we will present a report using the standard set of grid operation metrics on the availability/reliability of the sites that support it.

- To ensure the differentiation between availability and reliability we will encourage the declaration of downtimes by simplifying the intervention procedures, fully automating them, and by ranking the monthly tables by reliability (now it is done by availability).

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SA1: Effectiveness and enforceability of SLAs should be reviewed together with the cost/benefit of the whole SLA approach in the very particular grid-resource environment.

- We plan to start systematically measuring and following up the other aspects covered in the SLA: site/ROC support
  - Maximum time to acknowledge GGUS tickets (target = 4 h)
  - Maximum time to resolve GGUS incidents (target = 5 working days)
- SA1 will discontinue the SLA signing by sites; it is deemed more productive to make agreeing to the SLA part of the standard site certification procedure, rather than seeking out individual signatures.
- Additionally, we will further enforce the SLA targets by excluding from the grid production infrastructure the sites with the lowest A/R figures over 3 consecutive months.

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- Looking and project proposal drafts, EGI.eu operations tasks are similar to EGEE SA1 ones, different organization
- Global Tasks that go the same responsible than now:
  - Easy, they anyway need to work out proposal plan
  - Risk that they start to focus on EGI/NGI and not in EGEE
- GTs that change responsibility
  - Transition plan to be worked out between present and new responsible
- **Present responsibles should plan to keep responsibility till the end of EGEE**
  - Maybe you are lucky and transfer responsibility before
- We need transition plan for all global tasks.
- What about international tasks?
- Timeline: first draft by the end of the year?

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Uncontested Bids

- O-E-1: GOCDB – **UK**

- O-E-4: CIC Operations Portal – **France**

- O-E-8: Gathering Requirements for user support tools & processes – **Germany**. NB: The reviewers felt that a non German chair should be appointed for the USAG.

- O-E-6: Operation of a helpdesk – **Germany**. NB: The exact role of France supporting the network aspects of this task need to be addressed.

- O-E-15: Security Policy: Complimentary bids from **Netherlands** (EUGridPMA) & **UK** for security policy.

- O-E-5: Grid Operation and oversight – **Netherlands** and **Poland**.

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Contested Bids

- O-E-9: Coordination of Middleware rollout – **Spain & Portugal**
- O-E-12: Coordination of Network support – **Italy**
- O-E-14: Operation of core-grid services **– Greece**
- O-E-2: Operation of Accounting repositories – **UK** (repository) & **Spain** (portal)
- O-E-10: Coordination of resource allocation – **Poland**
- O-E-11: Coordination of interoperation – **Sweden**
- O-E-13: Coordination of best practices, etc. – **Finland**
- O-E-16: Coordination of Security Incident Response – **UK & Netherlands** (deputy)

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Other Contested Bids

- O-E-7: Triage of Incoming Problems – Recommend: **Germany & Netherlands**

On hold:

- O-E-17: Coordination & development of Operation Tools

Delayed bidding:

- O-E-3 repositories for monitoring and performance

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- **End of January @ Amsterdam:**
  - EGI.eu domain official opening
  - EGEE F2F all activity meeting (ROC managers are invited)
- **Shall we have next F2F SA1 coordination meeting there?**
  - 1 full day, before the other meetings