

From ROCs to NGIs

The pole1 and pole 2 people

- **Where to go after EGEE-III?**
 - In the transition to EGI three transitions can be identified:
 - Regionalisation of COD model **DONE**
 - From centralised to regionalised tools **In progress**
(should be finished by the end of EGEE-III)
 - From ROCs to NGIs **Starting now**

In the EGI era the current COD activities will be covered by task O-E-5 and O-E-13. The EGI functions document describe these tasks as follows:

O-E-5 and O-N-5 Grid operation and oversight of the e-Infrastructure (EGI.org and NGIs) – EGI.org operation and oversight activities over the include the detection and coordination of the diagnosis of problems affecting the entire EGI e-Infrastructure during the entire lifecycle until resolution, the reporting of middleware issues to the developers, the execution of quality checks of the services provided by NGIs, and the handling of operational problems that can not be solved at the NGI level. This task coordinates the oversight of the NGI e-Infrastructures (run under the responsibility of the NGIs), which – at the NGI level – includes the monitoring of the services operated by sites, the management of tickets and their follow up for problem resolution, 1st and 2nd line support to operations problems, the suspension of a site when deemed necessary, etc.

This EGI.org task is currently done in EGEE in cooperation with the relevant Regional Operations Centres (via rotating shifts) according to a two-level hierarchical model. We foresee the possibility to evolve this model, in such a way that NGIs can autonomously run oversight activities in the region, or to federate in order to share efforts.

*O-E-13: documentation and training and best current practices
Interoperation relies on the definition of best practices and of general operational procedures for daily monitoring activity for sites and federations. EGI.org is responsible of the coordination of these activities.*

- **The current COD activities include**
 - Daily operational tasks now performed by COD. These tasks include ticket and alarm oversight. Escalation when sites or RODs do not perform
 - Organising the ROD forum activities, i.e. f2f meetings, phone conferences, coordinating ROD teams, etc. in order to maintain coherency. Upgrades on operational procedures and best practices

- **Necessary to carry out tasks**
 - Regionalised operational tools
 - Need to establish mode of operation with EGI.eu (COO)
 - Weekly phone conf to discuss middleware issues involving multiple regions, criticality of nagios tests, COD handover between Polish and Dutch NGI etc.?
 - Communication channels and collaborative tools
 - For interfacing with EGI.eu (COO), ROD teams and partners in O-E-5 and O-E-13 tasks
 - Mailing lists, wikis etc.
 - SLD between EGI.eu and the NGIs to describe the NGI ROD activities.
 - Information
 - Who are the new ROD teams and when will they be operational?
 - How are the ROCS going to carry over their responsibilities to the new NGI-based ROD teams?
 - Are the (new) ROD teams ready or when will they be ready?

- **Assumptions and prerequisites**
 - Regional operational tools are in production and installed by all ROCs at the end of EGEE-III
 - Regionalisation in will not take place in each region at the same pace. This is probably not completed at the end of EGEE-III
 - NGIs may collaborate fulfilling their obligations towards EGI
 - To ensure a smooth transition, ROCs should stay in operation after EGEE-III for some time until the NGIs in their region are ready to take over
 - But a fixed end date should be set for this. This should be in mutual agreement with the ROC and its NGIs.
 - A region should always be catered for in terms of monitoring
 - *If this occurs, all sites in that regions should be suspended and this should be escalated.*
 - ROCs should take responsibility over the transition process

- **Actions**

- ROCs should write a regionalisation plan where it is described how when their responsibilities are transferred to the NGIs. Possible problems are identified in a early stage and in cooperation with the ROC a failover plan can be developed. Contact information of the ROD teams in their region should be part of the plan. Also a deployment plan of regional tools.
- A NGI HOWTO document should be provided giving (new) NGIs all information they need to enter the infrastructure
 - Installing regional tools
 - Enter de GOCdb and other tools
 - ...
- Organisation of ROD forum meeting in may/june

- **Actions II**
 - Determine who and how new ROD teams should be trained
 - Setup communication channels
 - Establish mode of operation with EGI.eu (COO)

- **Timeline**
 - TODO

- **Concerns**

- Who will provide update/maintain be responsible the regional nagios software?
- Will ROD teams contribute to O-E-13 activity? Should be part of the NGI-EGI SLD.
- Will all NGIs have their regional nagios instances installed on time?
 - If not, how to proceed since we cannot rely on central monitoring after may 1st?
 - Could the regional Nagios boxes at CERN stay online for some time after may 1st?
- What if there are regions that are not catered for by any ROD team?
- NGI has been unable to put people in place in time or some other reason

- **Concerns II**

- Will the EGI.eu staff dealing with operations be in place on may 1st? If not, who will temporarily fill the gap.
- Who will setup mailing lists and other collaborative tools and when will this happen?
 - Our understanding is that this is carried out by EGI.eu. But what to do until then?
- Are failover instances of central services taken care off, GOCdb, metrics DB?
- Who will train new ROD teams and when will they be trained? There is not much time.