

# Time Line for Documentation

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## Operations Manuals

- How to add new NGIs
- Update to reflect new dashboard
- Cross check of consistency

## Training guide

- Update the training guide accordingly

## Best Current Practices

- Update of BCP

## Next Release is the **LAST EGEE RELEASE**

- **Within 6 – 8 weeks**
  - The earlier the better!
  - This should include the ROC managers approval.

- **How to add new NGIs**
  - Details of this will be available after the SA1 meeting.
  - Operations documentation will act as a guideline, with specifics (i.e. Technical aspects) referred to in links.

- **Update to reflect new dashboard**
  - Some points:
    - site selection list
    - Handovers are also a communication channel
    - Using handovers efficiently
  -

- **No more personal mails!**
  - we have relayed too much on this. To be efficient, we have to have working mailinglists. at least CC the relevant mailinglists
  - New mailinglists like regional-nagios-admins@cern.ch
  - Mailinglist name changes in EGI (more speaking names)
  - Use other ways of documented communication instead: handover in the dashboard, savannah, tickets!

## **VOLUNTEERS!!!**

**We need you – sepecially post EGEE!**

- **Dashboard**

- do we want overview pages for tickets and alarms again?
- Tickets: popup/colorchange when ever ROD has to react?
- Concept of seperate, independend test platform to stay? Very good, but SAM has no test instances so far, maybe something else missing as well? Linkname for that?
- Site selection: not forgetting new sites: Is deselect a better approach so that new sites will be added to the lists?
- When setting up new nodes: admins want the service to be monitored without getting tickets. node is in production: but service on it not: Services that are not taking in GOCDDB will still produce alarms



- **What slips easily: NGIs will have to emphasise their version of procedures to admins!**
  - Regionalised dashboard and interpretation of procedures, therefore:
  - (Regular) Internal training session and update session are needed for every NGI.
  - Evaluation of practicality of the interpretation of procedures
  - Who is going to stimulate that training sessions?
  - Who is circulating procedure updates to all the players and makes sure they are followed?

- **Sites on downtime for more than 1 month will be suspended**
  - should be emphasized more in the future (sharpen ourselves)
  - Currently ROC\_manager has final word
- **Are AT\_RISK downtimes still useful?**
  - Often used wrongly for very short outtages
  - Warnings and information for the user, vacations
- **Is it enough that NGI/ROC takes care of suspended sites?**
  - C-COD or EGI head as well?
- **Your points here**



Enabling Grids for E-science

# Thank you!

## The changing process in detail:

- **Pole2 (Gridops-procedures) collects suggestions for new procedures or redesigns inefficient procedures. BCPs are taken into account.**
- **New procedures have to be discussed in a plenum with all ROC managers, who must declare their consent to the new procedures.**
- **Afterwards: new procedures are integrated into the ops manual**
  - Ops manuals are updated, and new versions are released
    - Releases are semi-periodic ...