Where are we going with the COD activity?

Luuk Uljee and Ron Trompert
SARA

According to the EGI functions document (http://web.eu-egi.eu/fileadmin/public/Deliverables/d3.2-postrev-v3.2.pdf), the O-E-5 task is described 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, 1_{st} and 2_{nd} 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.

The Polish and Dutch NGI are responsible for taking up this task starting May 1st 2010. Both NGIs interpret this task to be a continuation of the COD activity in EGI. To describe this activity in more detail, both NGIs will perform the following tasks:

- Daily operational tasks now performed by COD. These tasks include ticket and alarm handling
- Organising the forum activities, i.e. f2f meetings, phone confs, coordinating ROD teams, etc.

Evidently, there will be a strong relation between the O-E-5 and the O-E-13 task and people involved with those tasks should be in contact on a regular basis. Here, we envisage regular f2f meetings and more frequent phone confs or video confs. We suggest to start out with a quarterly f2f meeting and a monthly phone/video conference and adapt this schedule and format if necessary. As both O-E-5 and O-E-13 have their distinct responsibilities, both may schedule their own separate meetings as deemed necessary.

In terms of the communications channels, we thing that the following mailing lists are necessary.

- All-ROD mailing list. All ROD teams must be subscribed to this list. This is an official communication channel to reach the ROD teams.
- ROD discussion mailing list. All ROD team members may subscribe to this list. Subscribtion is voluntary but strongly recommended.
- O-E-5 mailing list. People involved with O-E-5 work should be subscribed to this list. External people should be able to contact the O-E-5 people through this list.

- O-E-13 mailing list. People involved with O-E-13 work should be subscribed to this list. External people should be able to contact the O-E-13 people through this list.

We suggest the ROD forum meetings will be held on a quarterly basis. O-E-5/O-E-13 f2f meetings can be held in conjunction with forum meetings. All RODs should be represented by at least one member.

There should also be a communication channel between the O-E-5/O-E-13 activity and EGI central operations. It still needs to be defined what form this will take.

The C-COD rota will be taken over by the Polish and Dutch NGI starting Monday May 3rd. Both NGIs will take the rota in a weekly schedule.

We envisage the following roadmap:
- COD-22: Determine the number of NGIs that will actively participate in the ROD activity and how many people need training in operational procedures and tools (questionnaire)
- COD-22: organize the training for new people. In this respect we recommend that in mid April a COD-23/FORUM meeting is organized where all (new) ROD teams are encouraged to attend.
- COD-22: Establish the FORUM activities.
- All communication channels (mailing lists) should be in place on April 1st
- May 3rd, 4 partner C-COD rota is taken over by the Polish and Dutch NGI. The weekly schedule will be worked out by both NGIs before this date.

Uncertainties:
What about non-EU ROD teams? We would suggest that they join the team of EU RODs and be part of the forum etc.

Mailing lists? Who will host the mailing lists? Will CERN continue to do this?