

Incident Reports, Information to provide

- Every report must contain:
 - Affected services, for example castoratlas:t0atlas
 - Description of problem
 - Time stamp, file name and error message
example(s)
- ALARMS must also contain:
 - Call back phone number of person who can help debug client system(s), for example the expert on call.

CASTOR, SRM and Tape Support

Functional Area	Severity 1	Severity 2	Severity 3
Tier-0 Raw data recording	Ticket	Team	Alarm
Tier-0 Event reconstruction or distribution of data to Tier-1 Centres during accelerator operation	Ticket	Team	Alarm
Tier-1-2-3	Ticket	Ticket	Team

Report type	Ticket: GGUS or Remedy	Team: GGUS	Alarm: GGUS or Call to CC Operator
1 st Level	Service Desk	Service Desk + Broadcast Mail	Operator
2 nd Level	CASTOR Admin	CASTOR Admin	CASTOR Piquet (does not cover tape backend)
Support hours	Working hours Support	Working hours Support, Best Effort outside working hours	24/7 Support

Normalized User Severity	Severity 1	Severity 2	Severity 3
Remedy	Low – Medium	High	Urgent
GGUS	Less Urgent	Urgent	Very Urgent - Top priority

CASTOR and SRM depend on: Databases, Hardware Support (Sysadmin, Server Vendors, Tape Robotics), Network Support, Linux Support (for example for file system corruptions), AFS and Lemon/LAS

<i>Service</i>	<i>Maximum delay in responding to operational problems</i>			<i>Average availability⁵ measured on an annual basis</i>	
	Service interruption	Degradation of the capacity of the service by more than 50%	Degradation of the capacity of the service by more than 20%	During accelerator operation	At all other times
Raw data recording	4 hours	6 hours	6 hours	99%	n/ a
Event reconstruction or distribution of data to Tier-1 Centres during accelerator operation	6 hours	6 hours	12 hours	99%	n/ a
Networking service to Tier-1 Centres during accelerator operation	6 hours	6 hours	12 hours	99%	n/ a
All other Tier-0 services	12 hours	24 hours	48 hours	98%	98%

⁴ The standard supported desktop systems are agreed periodically between CERN and its user community.

⁵ (time running)/ (scheduled up-time)