

## Minutes COD phone conf 05-09-2012

Present: Marcin Radecki, Magda Szopa, Tadeusz Szymocha, Luuk Uljee and Ron Trompert

### **Review of action items**

19 No progress. Still no response from Emir. We will discuss the issue with Emir at the TF12. There is consensus on the fact that we may never be able to get rid of the tickets. RT will come up with a proposal to see if things can be more light weight.

### **GGUS tickets**

85788 and 85774: In progress.

81278: Request for setting Globus and UNICORE tests to be an operations test

MR: This is OK for Globus. The long awaited release of SAM Nagios is there in which UNICORE probes are properly integrated. NGI\_PL will check this out and then we can report to the OMB that these ops tests are OK.

73185: Certification of NGI\_ZA

RT: I will ping Tiziana again to see if she was able to get in touch with NGI\_ZA. We will propose to close the ticket if NGI\_ZA persists in non-responsiveness.

### **Procedure synchronization**

There is a discrepancy how we handle non-responsiveness in our procedures. MR had a closer look into this and suggests that there is no big issue with this and we leave this for the time being. Everyone agrees to this.

### **OMB presentation**

It appears that Tiziana had a different idea on what should be in the COD OMB presentation than RT. After this we will discuss what we should do and how work should be distributed. RT proposes to meet with the GOCdb people at TF12 to discuss issues. MR remarks that we first need to know what we are going to ask them. RT will try to get some clarification on this with Tiziana. After that, it should be clear what questions we need to ask from the GOCdb developers.

### **Newsletter**

September newsletter will appear shortly after TF12

### **AOB**

MS: Issue with site with ticket that is open longer than one month. Neither site nor ROD can solve it. This will hurt the RPI of the ROD team. MS has the following suggestion:

Here is the idea on how COD could process tickets unsolved for one month where problem doesn't depend on ROD or admin. We suggest a workaround is used because such tickets

remain unsolved not because of ROD bad performance, but because of reasons independent of ROD.

We suggest that in case a ticket unsolved for one month appears to COD as independent of ROD:

1. COD could recommend ROD to:

- open a new ticket in GGUS and assign it to the persons responsible for the actual problem. In this new ticket ROD should put a reference to the first ticket

- the first ticket should be closed (this way we avoid this ticket's larger influence on ROD metrics).

2. When an alarm is raised again in Dashboard, ROD will open a new ticket, which - if the problem remains unsolved - after 30 days appears again in COD dashboard and we go back to 1.

3. After the actual problem is solved, all tickets are closed.

Every time the ticket appears to COD as expired, COD can make a decision whether to escalate the issue or enter another 30 day cycle.

This appears only as a temporary workaround to be replaced with a more professional solution later on.

TS: RT asks Tadeusz about his AOB during last meeting. TS says that a ticket has been submitted and we are now waiting for the issue to be solved.