

New Operational Procedure

Procedure for setting Nagios test critical
for COD

OMB 23.11.2010

Reason

Current terminology confuses CRITICAL test status and tests which are CRITICAL for operations

Terminology

1) Current:

- a) test which is run by Nagios: **Nagios test**
- b) test raising alarms on Dashboard and triggering operations procedure: **Critical test**
- c) test taken into Ava/Rel calculations: **<lack of short name>**

2) Proposed:

- a) **SAM test**
- b) **Operators' test**
- c) **Availability test**
- d) Test which is in CRITICAL status: **Critical test**

FOR APPROVAL

URL:

https://wiki.egi.eu/wiki/Operations:Setting_Nagios_tests_critical_procedure

This procedure **only applies for tests run under OPS VO** and its range is global i.e. **applies for all Operations Centres in EGI project.**

New Operators' test request

Everyone is allowed to submit the request for making the test critical for COD and the request should be **submitted to the Chief Operations Officer.**

Prerequisites

SAM test needs to

- ✓ satisfy quality criteria in agreement with the UMD roadmap
- ✓ be properly documented
- ✓ be present in official nagios package and run for at least 1 month
 - ✓ no issues in production infrastructure observed
 - ✓ available for validation by COD

Quality criteria needs to be provided by SA1

Validation process

Step	Action on	Action
1	COO	Opens a GGUS ticket to COD to start the process.
2	COD	Checking the status of the Nagios probe to see if it meets the specified quality criteria (to be defined).
3	COD	COD contacts the OMB to request the approval of the new critical test. Date is specified (at least 1 month in future)
4	NGIs	Request to the ROD teams to try making the test OK. 75% OK in total (entire EGI) is understood as threshold for passing to the next step. If not possible to proceed, report problems to OMB.

Validation process

Step	Action on	Action
5	COD	The announcement about new operators' test is broadcasted
6	COD	Add the test to critical tests list wiki page. https://wiki.egi.eu/wiki/Operations:Operations_tests
7	Operations Portal	Mark the test as critical in Operations Portal. <i>This step will be removed when COD gets an access to manage operations tests list in Operational Portal. See Requirements to be implemented</i>
8	COD	Final check. Close parent ticket.

Fundamental changes to “operators' test” require re-validation

Questions?