

Operations Portal

User Forum

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-The requirements should be registered in the RT requirement queue :

- <https://rt.egi.eu/rt/Search/Results.html?Query=Queue%20%3D%20%27requirements%27>

Process of review

- JRA1 has to periodically review the ticket and accept those that can be easily implemented and don't need discussion or prioritization
- if the requirements affect the work plan / roadmap it will be discussed in OTAG session and the workplan will be updated.

1) Migration of the remaining key features from the CIC portal to Operations Portal

- VO ID card , a candidate release is on-line since October . We are waiting the validation by UCST.
- The broadcast tool has been release February 8th

2) Provide, when possible, regional modules of these features :

- For VO ID card this is not foreseen – this is/will stay a central feature
- For the broadcast : a regional version has been released
- 4 regional portals in place : IBERGRID, GRNET, NGI_BY , NGI_CZ

3) Provide a systematic standard access to all information handled by the Operations Portal (NGI , sites , VO)

A simple Programmatic Interface is already available :

<https://cclavoisier02.in2p3.fr:9000/LavoisierService/view/PI>

This version will be improved in the year.

4) GOC DB harmonization

Long term plan not started yet.

▪ **Release 2.5.1 and 2.6 (March / April)**

- New COD view : NGI view
- VO module revisited
- Metrics for non Ok alarms
- For more details :

<http://operations-portal.egi.eu/aboutportal/releaseNotesBrowser>

▪ **Release 2.7 (May)**

- Interface to update operations tests
- Security dashboard
- Permalinks for the dashboard
- Decommission of the CIC Portal (May or June)
- For more details :

<https://forge.in2p3.fr/projects/opsportaluser/versions/34>

COD View : From sites to NGI

- Sites should be grouped by ROCs/NGIs
- COD will be creating tickets for NGIs/RODs so there should be a box where tickets will be listed
- Notepad per NGI/ROC only for COD

Ticket creating:



















- Templates

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

- The message should be generated from the templates according to problems on marked sites appropriate data should be replaced in the template according to problems from marked sites
- COD shifter should have possibility to edit the mail content before it will be send

Ticket modification:

- Status of the ticket: 1st step, 2nd step, 3rd step, solved
- Sending reply without escalation
- Changing expiration date

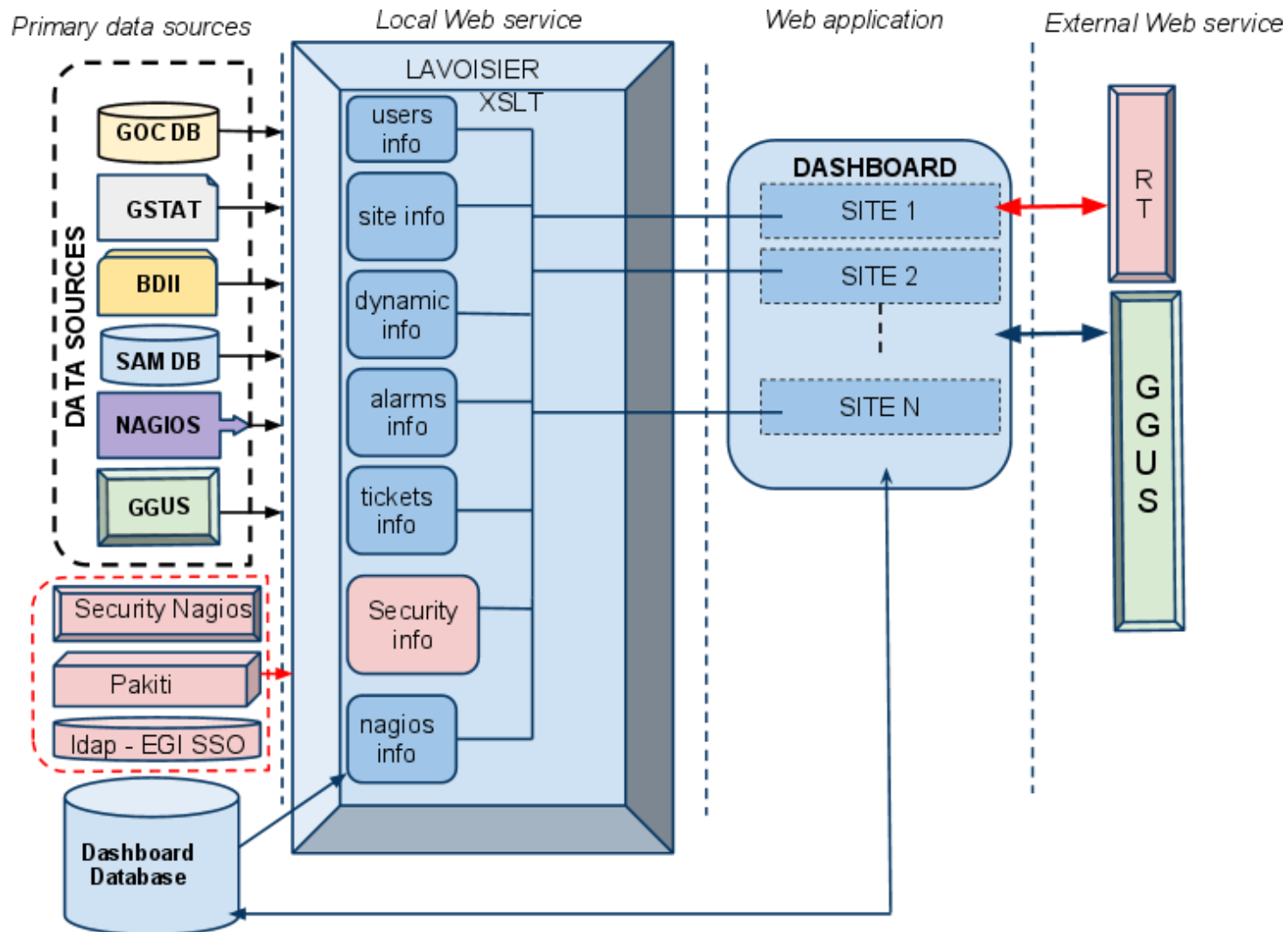
+/-	NGI name	Instance status	Notepad	Ticket Created by COD	Nagios Notification older than 72	Ticket transfered to COD	Ticket Unsolved since one month	Ticket Expired	Downtime longer than one month	Actions
+	AsiaPacific	CENTRAL								
+	CERN	CENTRAL								
+	NGI_BG	CENTRAL								
+	NGI_DE	CENTRAL								
+	NGI_FRANCE	MASTER								
+	NGI_HU	CENTRAL								

Current status : A candidate release is on-line since October on the Operations Portal. This prototype is not affecting the official VO ID cards and the authoritative source of information is still the CIC Portal .

- **VO List** : Access to the list of all VO with their related information VO name, VO description, VO scope, VO discipline, VO homepage, and links to dynamical statistics and to the edition part of the VO ID card
- **Registration** : This Interface is the entry point to register a VO in the EGI project.
- **Update** : This interface allows you to update the information of the VO ID card corresponding to the VO you are managing
- **Resources Distribution** : A tree view of the geographical distribution of the services and the VO supported by these services (BDII information)
- <https://operations-portal.egi.eu/vohelp>

Goal : detect and inform sites about security incidents and vulnerabilities. Propose an adapted display and workflow to open tickets against sites in the Operations Dashboard.

- Define/adapt/implement/ the XML (CSV,...) format of the reports for Nagios and Pakiti and make them available for Dashboard.
- Correlate and consolidate Pakiti and Nagios information
- Define and implement the mechanism of passing this information to the Dashboard.
- Extend the dashboard with the capability of displaying the information in the site view
- Establish the work-flow of the ticket creation (templates , assignment, RTIR ticket system integration)
- Integrate an additional ACL model => Make sure proper authorization is applied (based on GOC DB and EGI SSO) and make sure that EGI CSIRT/operations people can access all the data collected.



Efficiency

- **engine optimizations**
 - optimized plug-ins chaining
 - in-memory/on-disk caches
- **plug-ins optimizations**
 - Event based

Reusability

- **of development efforts**
 - plug-ins
- **of data (thanks to cache)**
 - Raw data
 - Transformed data

Reliability

- **persistent cache of views**
- **data validation**
- **error management**

Maintainability

- **users not impacted**
 - by technology changes
 - By performance tuning
- **split competencies / roles**

Objectives : The core portal framework will be extended to support a service-oriented model allowing the information contained within the portal to be integrated into other systems.

▪ **Preliminary steps :**

- A complete Programmatic Interface : this work will be done during the whole year to improve step by step this PI with new data sources and with new formats (Json for example)
- The Lavoisier service will be the main component of this PI and the evolutions coming with Lavoisier 2.0 will extend the possibilities of the PI

▪ **Next steps (2012)**

- Adapt the technologies to external applications (widgets, google applications)
- Provide mobile versions

- Modules delivered : dashboard and broadcast with the scope limited to the NGI
- 4 regional portals in place : IBERGRID, GRNET, NGI_BY , NGI_CZ
- The instances are declared in GOC DB
- The regional instances are synchronized with the central one (COD view : alarms, tickets and metrics)
- A release of the package is done on every major release of the Central Portal (every 2 releases)
- Ready to work with Regional GOC DB.

Feature	Expected date of release
Validation of the VO ID cards	April 2011 ?
Decommission of CIC Portal	May-June 2011
Security Dashboard	1st prototype - May 2011
Integration of Lavoisier 2.0	June - September 2011
GOC DB Harmonization	December 2011 - ?