

Open Questions

Global organisation and formalisation needs

- First essential point : differentiating pilot instance operations vs H2020 proposal : where to put boundaries
- Need to define, validate and publish :
 - Description of offered service
 - Procedure to access the service, incl. Check list / requirements from joining communities
 - AUP of the service
 - SLAs
 - Documentation and FAQ
 - Operational model
 - Support model
- Partners : What kind of engagement do we ask from operators ?
- Define and plan project phases
 - What phases ? Pilot/setup, preprod, prod... ?
 - Dates/planning
 - Objectives and goals of each phase
- Define/use a unique entry point for docs, references, project descriptions etc.
- Define and clarify communication channels (incl. mailing lists membership and admin)

Internal organisation of the operations activity

- Who will contribute to daily operations:
 - institutions (PLGRID, France Grilles, others ?)
 - people
- How do we organise operations (weekly shifts ?)
- Do we need specific "roles" and responsibilities (shifter, admin, VO admin, ...)
- What is the checklist to be a DIRAC4EGI operator ? e.g.:
 - Have a DIRAC account on the instance
 - Have proper admin rights
 - Have access to the machines hosting the instance
 - Be included in the dirac-admins mailing list
 - Be included in the dirac-support mailing list
 - ...
- Define working habits and tools
 - regular meetings
 - Internal wiki space for operations
 - chats, mailing lists, forums...
 - reporting