Instructions for Operations Tools teams

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CAPACITIES

e-infrastructure

- https://wiki.egi.eu/wiki/Tools_Instructions
- Why:
  - **To provide clear guidelines for EGI tool providers – clarify expectations**
  - **Improve communication between Customers (NGIs) and Tool providers**
    - **Needs**
    - **Releases**

- **Initial activities**
  - **Introducing new Operations tool.**

Goal: Introducing new Operations tool.

Every new operations tool developed needs to contact EGI Operations (operations@egi.eu) and provide following data:

1. Name of the tool
2. Support email
3. Name and contact details of Tool Team leader
4. Description of the tool – purpose

• **Initia**

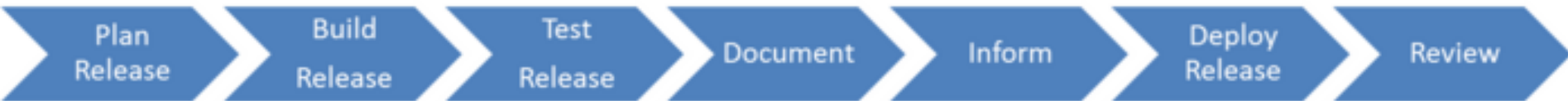With EGI Operations team help following steps needs to be performed

• **Int**

1. Creation of url in egi.eu domain
2. Registration in GOC DB under EGI.eu NGI
3. Create category in "Requirements" queue in EGI RT tracker and RT dashboard to receive and handle service requests
4. Create GGUS Support Unit to receive and handle incidents (define level of quality of support – default: Medium)
5. Negotiate and sign OLA with EGI.eu
6. Create wiki entry for the tool with relevant information
    • Tool name
    • Short description of the tool
    • URL
    • Contact
    • GGUS Support Unit
    • link to related OLA
    • Change management:
        • link to EGI RT dashboard for the tool
        • other: internal bug/task tracking facilities
        • (if exist) link to OTAG team
    • Release and Deployment management:
        • Release schedule
        • Release notes
        • Roadmap
        • URL of test instance

- **Change management**
  - **To ensure changes are planned, approved, implemented and reviewed in a controlled manner**

- **Release and deployment management**
  - **To bundle changes to release, so that these changes can be tested and deployed to the production environment together.**

| Plan Release | → | Build Release | → | Test Release | → | Document | → | Inform | → | Deploy Release | → | Review |

- **Incident and Problem management**
    - **Incident and requests management**
    - **Problems management**
    - **Planned maintenance windows or interruptions**
    - **Security incidents**
    - **Monitoring**

- **Information Security management**
  - **manage information security effectively through all activities performed to deliver and manage services, so that confidentiality, integrity and accessibility of relevant assets are preserved**

- **Customer relationship management**
  - **Establish and maintain a good relationship with customers receiving service**

- **All requirements are gathered in Ops portal Forge instance.**
  - Development team is obliged to keep EGI RT up to date and consistence
- **Prioritization and testing** is done by dedicated <u>Operations Portal Advisory and Testing Board (OPAnTG)</u> coordinated by EGI Operations team
- **Forge statuses of requests** are as follow
  - New
  - In progress - work on it
  - Rejected - rejected by OPAnTG
  - Resolved - released
- **Forge priority of requests** are as follow
  - Low
  - Normal
  - High
  - Immediate (i.e. emergency)
- **Standard changes** (routine actions, no need for approval)
  - changes related to database information update
- **Emergency changes** (implemented without approval but subject of post-review)
  - Security incidents
- **Releases**
  - Frequency: every 2 months