TSA1.7 Support Groups

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TSA1.7

- Covers COD activity (O-E-5), TPM (O-E-7) and network support (O-E-12)
- TPM (O-E-7) is covered by the TSA1.6 slot
- Mario Reale will cover the network support (O-E-12) part
- In this presentation, just the COD activity is covered
  - Covered by France in EGEE-III
  - Operations and e-Infrastructure Oversight and Operational Documentation Activity
  - Operational e-Infrastructure Oversight is covered by TSA1.7
  - Operational Documentation covered by TSA1.8

TSA1.7

- Overview of task activities and internal structure (teams/groups where applicable)
    - Operations and e-Infrastructure Oversight activities contain:
        - Daily operational tasks now performed by COD. These tasks include ticket and alarm oversight.
        - Maintaining and interpretation of support model metrics
        - Organising the ROD forum activities, i.e. f2f meetings, phone conferences, coordinating ROD teams, etc. in order to maintain coherency
        - Representing COD/ROD/1st line requirements in operational tools advisory group (OTAG)
        - Reporting problems to middleware developers and handling COD SU in GGUS
        - Defining process for creating new NGIs
        - ROD SLA monitoring of NGIs

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- ## More specfic:
  - Put a lot effort in the transition from SAM to Nagios monitoring during the last months of EGEE-III
  - Defined procedures for ROC-NGI transition
    - **The setup of 14 NGI's (or NGI groups) is currently either in progress or is completed. NGIs: Poland, France, Cech Republic, Slovak Republic, Hungary, Turkey, Belarus, NDGF (Scandinavia), Netherlands/Belgium,Ibergrid(Spain/Portugal), Slovenia, Austria, Serbia and Croatia.**
  - Organised ROD teams workshop, june 1-st and 2-nd.
    - **Attendance 51 people**
    - **A lot of people from the new NGIs, i.e. countries and people not involved in the EGEE SA1 activity.**
    - **They were trained for ROD work and operations tools proved to be working good for them**
    - **They are ready now to take over the responsibility for operations support**

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- Assessment of transition from EGEE-III
  - Poland and the Netherlands took over the COD coordination from France.
  - COD duty now on a weekly shifts done by the Netherlands and Poland
  - Setting up a more regionalised model for monitoring sites was already finished during EGEE-III
  - No big issues. Operations did not collapse during the switch from EGEE-III to EGI InSPIRE where tasks and responsibilities wrere taken up by different partners

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- Roadmap for Y1
  - The first month's:
    - **ROC-NGI transition, bringing in new NGIs**
    - **Updating documentation, wiki's etc. and transferring docs from CERN to egi.eu.**
    - **Populating websites, wiki's etc.**
    - **Phase out CERN-based facilities (mailinglists, wiki's etc.)**
  - Changes in operational tools
    - **A lot of effort will go into the switch from SAM to Nagios**
    - **Issues affect the operational tools that we use and also our metrics**

- Issues for discussion
  - See following slides

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- Relevant web sites and mailing lists
  - Wiki: https://wiki.egi.eu/wiki/Operations:Main_Page

- Mailinglists
  - An all-ROD mailing list, (**all-operator-on-duty@mailman.egi.eu**). All ROD teams must be subscribed to this list. This is an official communication channel to reach the ROD teams.
  - An OEO mailinglist, (**central-operator-on-duty@mailman.egi.eu**). People involved with OEO work should be subscribed to this list. External people should be able to contact the OEO people through this list.
  - An OEO managerial mailinglist, (**manager-central-operator-on-duty@mailman.egi.eu**). This mailinglist is to contact people involved with the management of the OEO task.
  - An OD managerial mailinglist, (**operational-documentation-management@mailman.egi.eu**). This mailinglist is to contact people involved with the management of the OD task.
  - A mailinglist for the NGIs involved with the operational documentation task, (**operational-documentation-ngi-manuals@mailman.egi.eu**).
  - A mailinglist for submitting suggestions of best practices and to reach participants in this effort, (**operational-documentation-best practices@mailman.egi.eu**).
  - A mailinglist for the participants in writing the training and operations guides, (**operational-documentation-training-manuals@mailman.egi.eu**).

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- Metrics to monitor the progress of your task?
    - There are metrics to monitor our task

- Y1 Milestones and deliverables: issues and plan
    - Contribute to MS403 (PM2)

Some interesting topics for discussion

- TSA1.7 Support teams
  - COD: streamlining of procedures and handover
    - **In EGEE-III COD handover was discussed in the operations meeting**
    - **Now this task is handled by Poland an the Netherlands**
    - **Poland and the Netherlands continue to fill in handover logs and have regular phone confs in which possible issue can be discussed if necessary.**
    - **Is there a need to discuss this on a wider scale?**
  - overview of NGI and site availability/reliability
    - **Tools need to be developed**
    - **How shall we account for the failure of the monitoring?**
      - NGI's are responsible for their quality of their monitoring infrastructure
      - Tools need to be adapted to correct erroneous failures of sites easily
    - **Criteria for evaluating ROD performance could be part of OLA**

Some interesting topics for discussion

- ## TSA1.7 Support teams

  - ### Site suspension.

    - **In EGEE non-responsive sites where eventually discussed in the operations meeting. After which the ROC was asked to suspend the site.**

    - **In absence of a operations meeting, what is the plan?**

      - For the time being, COD will decide over site suspension which will be handled by the NGI