Availability Recomputation Policy

Proposal

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WLCG current recomputation policy/procedure

- Availability/Reliability reports are provided to EGI by the ACE team (WLCG effort)

- WLCG recently defined an availability/reliability recomputation <u>policy/procedure</u>

  - Policy: 'Fixes in metric results are accepted when failures in metric results were due to problems in the monitoring infrastructure'

  - Procedure
    1. Site opens a GGUS ticket to NGI to request a re-computation, providing information as described in the SAM team website
    2. NGI evaluates and if accepted assigns ticket to SAM/Nagios
    3. SAM/Nagios follows up

EGI proposal

- WLCG re-computation policy is ok for EGI → ok
- Adopt a EGI-specific procedure for EGI availability/reliability reports (OPS)
  - If NGI accepts the site request, a ticket is opened to the Service Level Management SU – SLM (under creation in GGUS)
    - SLM collects all requests from NGIs and peers with the SAM SU → reduced workload on the SAM/Nagios SU and central EGI coordination
  - When new results are produced by the SAM/Nagios SU, a ticket is reassigned to the SLM SU to make the new reports available to EGI
  - site->(ticket to NGI)NGI->(ticket to SLM)EGI-> (Ticket to SAM)SAM

Benefits

- Proposed changes serve the following
  - EGI operations are alerted of availability errors (which could for example affect other sites, or are known issues that need to be documented)
  - In case new results are generated, EGI will be aware of them and Availability wiki page will be updated
  - For COD operations it is critical that site performance results endorsed by EGI are accurate in order to correctly followup them