

PROC01: COD escalation procedure

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Defines the escalation procedure for operational problems

- Contact persons are Malgorzata Krakowian and Marcin Radecki
- PROC01 was approved by OMB 26.10.2010
- Mostly conforms to reality
- Available from <https://wiki.egi.eu/wiki/PROC01>

PROC01 is split into two parts

- Problem at a site.
- Problem with ROD.
- A draft for a new procedure for problems at a site is currently included.
- Common for both is that all communications should be recorded in a GGUS ticket.

- Procedure starts by an alarm at the ROD dashboard
- ROD then have 24 hours to send a GGUS ticket to the site
- The site have 3 days to fix their problem, but the ticket should be acknowledged directly.
- If the site fails to fix the problem, a second reminder should be sent, giving 3 days more time.
- If the site still can't fix the problem, the issue is escalated to COD "Political procedure".
- COD will then contact COO and NGI manager, CC:ing GGUS and COD.
- If the NGI Manager won't/can't act, COD will suspend the site.

As a table:

Step	Max time	Who	Action
1	3 days	ROD	Use GGUS-ticket to request site to activate.
2	3 days	ROD	Use GGUS-ticket to request site to activate.
3	3 days	COD	Inform NGI manager, request it to push site.
4	1 days	COD	Suspend site if NGI manager unresponsive.

- Procedure starts if ROD don't handle alarms for +24 hours.
- COD will send a mail to ROD, CC:ing ROD, COD and GGUS to create a ticket.
- If no answer within 3 days, COD will contact the NGI manager, with CC to GGUS.
- If still no answer within 3 days, COD will email COO, NGI manager and CC GGUS reporting that the whole NGI is unresponsive.

As a table:

Step	Max time	Who	Action
1	3 days	COD	Use GGUS-ticket to request ROD to activate.
2	3 days	COD	Inform NGI manager, request it to push ROD.
3	no delay	COD	Report to COO if NGI manager can't get ROD to do any work.