

ROD teams Questionnaire

The COD
team



e-infrastructure



- Why?
 - We would like to have your opinion on the various aspects of the ROD work, like documentation, operational tools, dashboard etc.
 - See we can be done to improve things

- Survey ended at September 12th
- 44 responded, even NGI_TEST 😊
- More than 1 response received from 12 NGI's

Thank you very much !!!!

- Is there everything clear about the operational procedures?
 - Two responses stating that things were not clear
 - Paragraph about monthly availability/reliability thresholds requires more attention
 - Unclear from the table after how many days step X follows step $X=1$

- Information provisioning. Have you got the impression that you are provided with sufficient information to do your work as ROD team?
 - 4 respondents claim not to have enough information
 - People doing ROD work manage ARC sites and have no knowledge of gLite middleware
 - Need a **deployment** guide „from scratch“
 - What is the procedure if a site wants to test some service?
 - NGI_TEST needs more coffee ☺

- Are you aware of the ROD newsletter?
 - 7 responded that they are not aware of the newsletter

- If you are aware of the ROD newsletter, do you think it is useful?
 - 24 respondents say that it is useful
 - Nobody had any suggestions to improve it

- Have you got any suggestions for improvements on the operations portal?
 - 11 suggestions were given for improvement
 - A few of them had to do with the speed
 - A master refresh button to refresh all sites on the dashboard at once
 - The possibility to mask long-standing tickets in the dashboard to avoid pollution
 - Improve synchronisation with nagios
 - Possibility to reschedule nagios check from portal
 - Notification on the main view that tickets are expiring
 - The possibility for regional installations to create home-made web pages
 - Distinction between flapping and non-flapping status
 - Allow ticket to synchronise when GGUS ticket is updated

- Have you got any suggestions for the improvement of SAM-Nagios?
 - 12 respondents provided input
 - Synchronisation between nagios and dashboard
 - Improved documentation of the tests
 - Unprotected display of Nagios test results
 - Fewer probes
 - Not mixing CE tests and SE tests. CE tests fail when SE is down
 - Alarms raised for resources not in GOCdb
 - Too many messages for transient problems
 - More detailed info on errors. History not clear
 - Implement flap detection
 - Improve reliability of the duration column
 - Nagios probe to monitor certificate lifetime of DPM disk nodes, not just the master node

- Have you got any suggestions for the improvement of myEGI?
 - 4 respondents provided input
 - An auto-reload function, just like in Nagios
 - The history view should state how many nagios tests have been performed over a given period
 - A “size by” attribute in the Gridmap View section

- Have you got any suggestions for the improvement of the GOCdb?
 - 10 respondents have provided input
 - Too slow
 - It should be more simple to reduce a downtime
 - Help page on roles and permissions
 - Reminder email that requests for roles need to be approved
 - Free text search to avoid having to go through the long drop down list
 - Having both glite-APEL and APEL service types is confusing.
 - GOCdb3 was better in looking up and changing information
 - Don't like the r/rw separation. This could be done with roles
 - Set a title on each page to reflect the information displayed
 - Set "OUTAGE" as default when declaring a downtime
 - Possibility to schedule a downtime for the whole NGI
 - There should be a clock available showing UTC and it should be possible to schedule downtime in NGI local time

- Is the ROD manual which is currently in a draft state sufficient for you to do your work?
 - There were 6 responses saying no to this question
 - The authors think it is awesome compared to the other ROD documents. Their suggestion is to improve the rest to get closer to this doc
 - Not sufficient
 - it is too large and hard to read
 - Now it is really very short draft
 - There are a few inconsistencies
 - National specific duties

- Is the ROD Welcome quickstart guide sufficient for you to do your work?
 - 1 respondent answer no
 - There is a better page for that under Operations/General/Joining operations

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- Is the ROD wiki helpful for you in order to do your work?
 - Nobody answered no to this 😊

- Are the tutorial videos helpful for you to do your work?
 - There were 6 respondents who gave the following input
 - 4 respondents haven't looked at them yet
 - They should be kept up to date as the tools evolve
 - Make it possible to view them without flash
 - I don't like instruction videos for using GUIs