

Grid Oversight Issues and Topics

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COD



- New escalation procedure for operational problem at site
- ROD metrics in Resource Provider OLA
- Closing NON-OK alarms evaluation

Why do we need this change?

- To give NGIs more control in their region
- To only involve COD when it is necessary
- To remove not necessary actions

What we have now

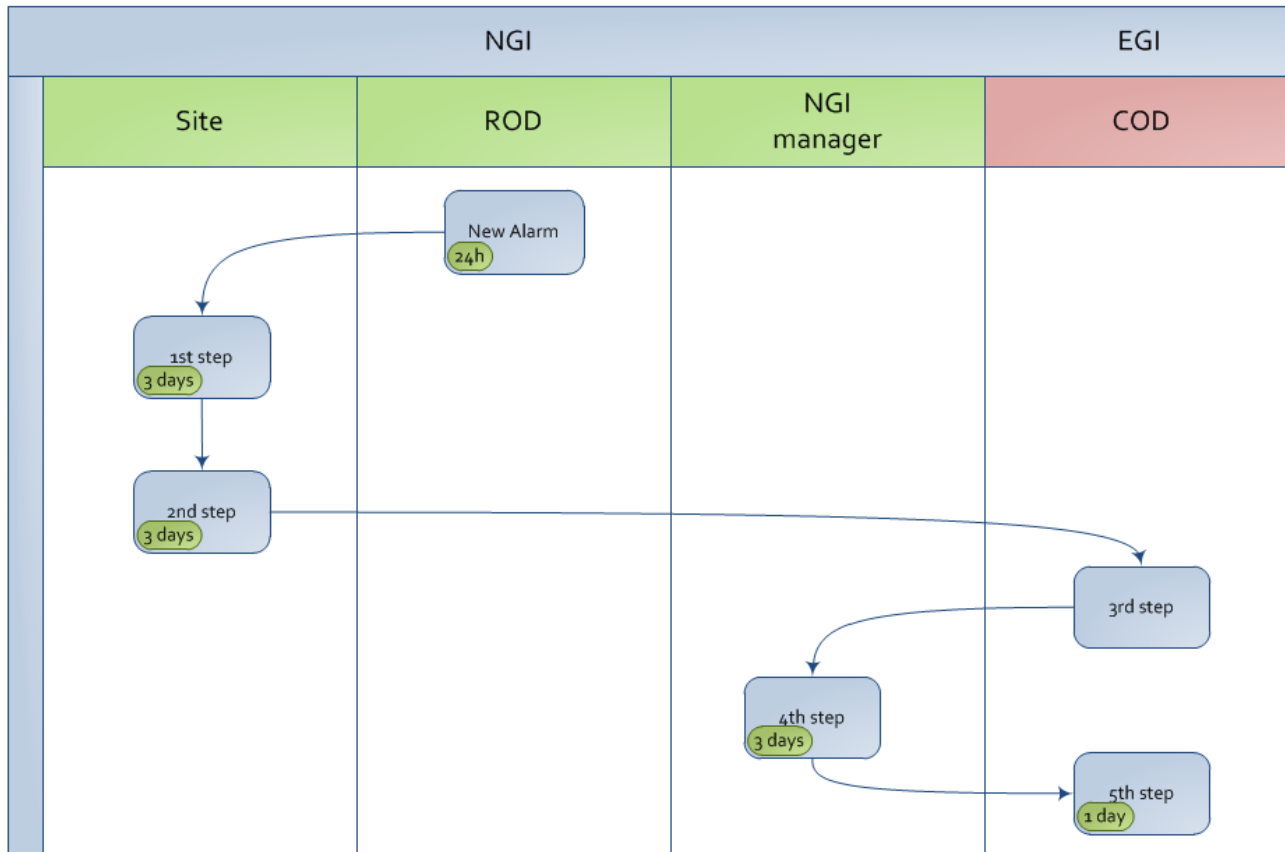
1st step – taken after 24h; ROD creates a ticket to site

2nd step – taken when site is not responding or not working on the problem

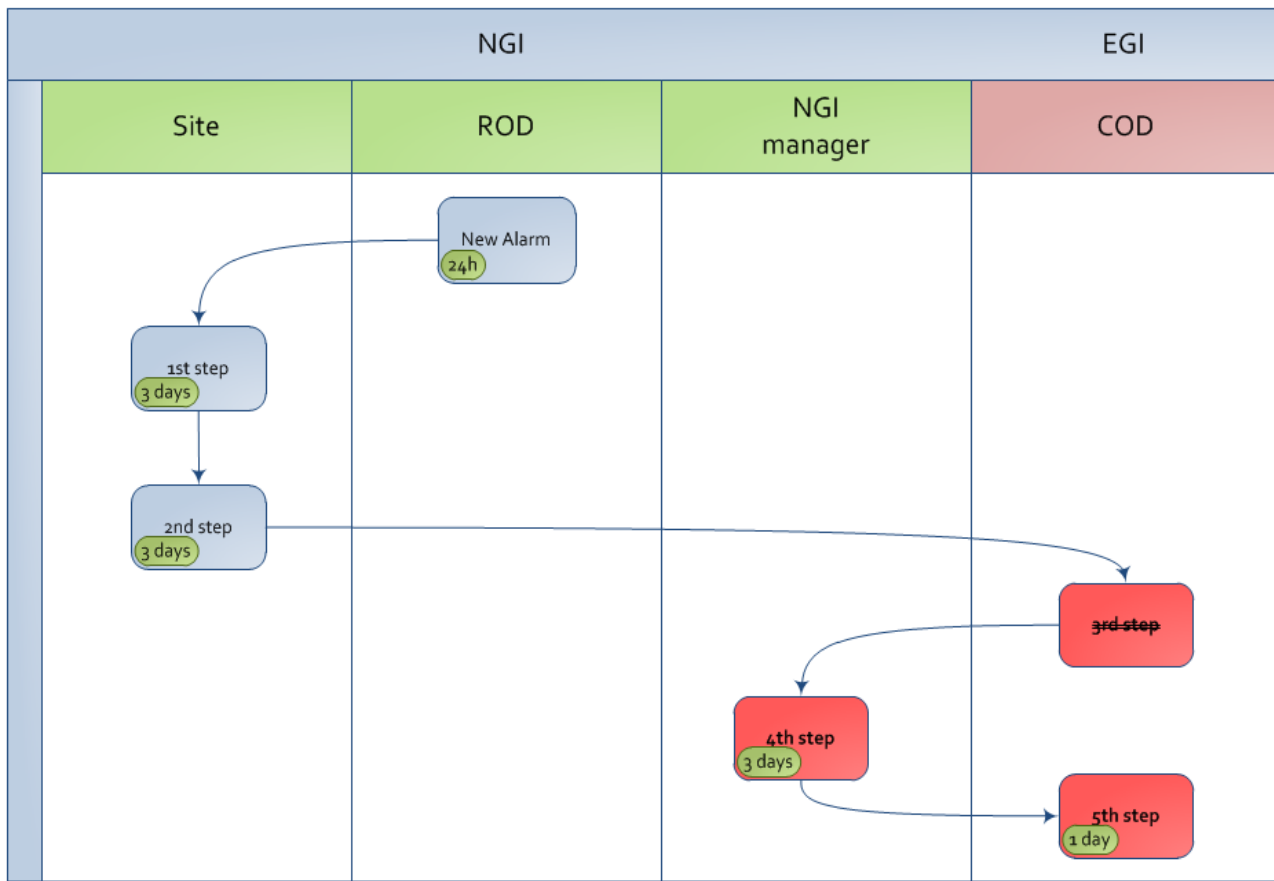
3rd step – site is still not responding; ticket is escalated to COD

4th step – COD is asking NGI manager to make site responsive or suspend the site

5th step – if NGI manager will not improve the situation or not suspend the site, COD will suspend the site



What should be changed?



1st step – taken after 24h; ROD creates a ticket to site

2nd step – taken when when site is not responding or not working on the problem

~~**3rd step** – site is still not responding, ticket is escalated to COD~~

4th step – ROD is raising the issue to NGI manager who should at the political level make site responsive or suspend the site

5th step – if the problem needs to be raised to EGI level NG manager ask ROD to escalate issue to COD

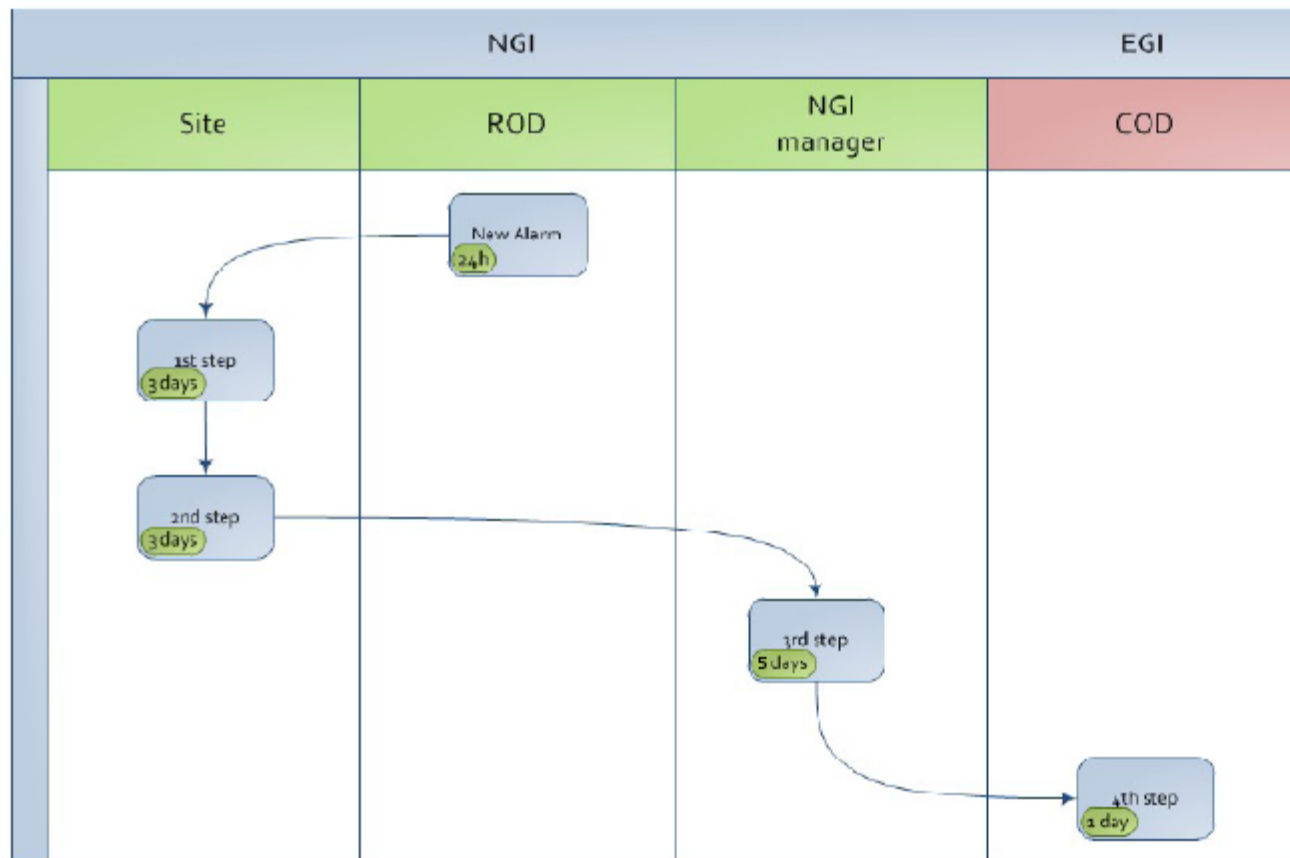
How procedure will look

1st step - taken after 24h; ROD creates a ticket to site

2nd step - taken when when site is not responding or not working on the problem

3rd step - ROD is raising the issue to NGI manager who should at the political level make site responsive or suspend the site

4th step - if the problem needs to be raised to EGI level NGI manager ask ROD to escalate the issue to COD



- One step less
- Step 3 was extended from 3 to 5 days
- COD involved only at the end of the escalation procedure when the issue should be raised on EGI level
- NGI manager is involved before COD/EGI

**The procedure will be in force
since 1st October.**

What needs to be changed on dashboard

Update GGUS ticket (# 68674)

Original content

Summary	NAGIOS *org.sam.mpi.CE-JobSubmit-ops* failed on creamce.reef.man.poznan.pl@PSNC	ID	68674
Created on	2011-03-16 10:58:21	Action	Solve ROD
Expire on	2011-04-08	Status	Open

Original submission

Dear Site Admins and NGI Helpdesk,
We have detected a problem at PSNC.

Email information

* From: polish-ngi-rod@plgrid.p
* To: Site NGI/ROC ROD

Update

* Change priority to: High

* Re-assign to: Polish NGI

* Expiration date: 2011 / 04 / 11

Escalate: 1st step

* Add an entry:

- 1st step
- 2nd step
- Political procedure
- Problem Unsolvable
- Problem solved



Information

polish-ngi-rod@plgrid.p

Site NGI/ROC ROD

Priority to: High

to: Polish NGI

date: 2011 / 04 / 11

Escalate: 1st step

- 1st step
- 2nd step
- NGI manager step
- COD step
- Problem Unsolvable
- Problem solved

BEFORE

AFTER

Update

Grid oversight

The Resource infrastructure Provider oversees the smooth operation of the infrastructure, proactively checks the status of the Resource Centres, and monitors the progress of open tickets. This service is delivered by the Regional Operator on Duty team (ROD)

OLA ROD metric proposal:

- Number of tickets expired
- Number of alarms $> 72h$
- Number of alarms closed in NON-OK status without explanation

Issues to be implemented before introduction

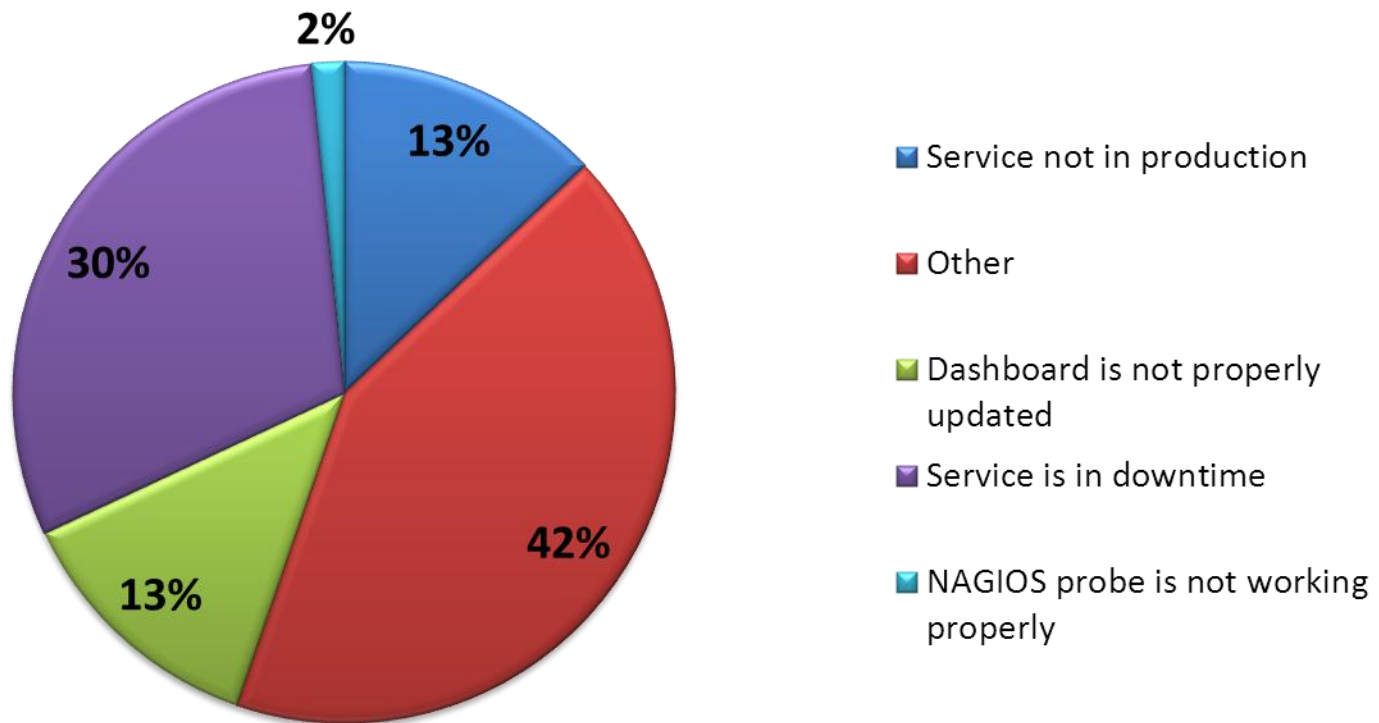
- Taking into account **holiday periods** in alarms ageing
- Automatic check if site/node is in **downtime** while alarm is closing
- Automatic check if node is **not in production** while alarm is closing

The purpose of the action was to collect feedback from RODs and address properly appearing problems.

RODs can chose between 5 predefined causes.


Data were collected since March 2011.

Distribution of NON-OK closed issues depending on the cause



Few tips how to not close NON-OK alarms:

1. GGUS ticket number

1. Please **don't use „0”** as a number of the GGUS ticket 
2. **Make sure you choose THE RIGHT ticket, most probably it should be opened by you, not the one you created for the site on the dashboard**

2. Choosing „Other” reason

- 1. Please check if your case fits better to other 4 causes – it will help us to evaluate your input**

- 2. Be more descriptive**

- 1-2 words are not enough to understand what had happened (e.g. „fixed”, „ok”, „ticket exists”, „DEPENDENCY ”)

3. Hold on for a minute and think if you shouldn't create a ticket for this issue or just mask an alarm. Examples:
 1. Other explanation => already have a ticket.
 2. Other explanation => The ticket on LFC problem is opened.
 3. Other explanation => depends on XXXX
 4. Other explanation => In progress
 5. Other explanation => Looking for solution

3. Some cases should just take place at all

1. Other explanation => site during certification process

Site should not be in put into production if it is not certified according to certification procedure. To monitor uncertified sites you have defined procedure.

What next with the reports?

COD is going to look through the data and we will send you personal (for each NGI separate) mail with the instruction what needs to be improved in the context of closing NON-OK alarms in your NGI.

Questions ?