<u>COD F2F 13-4-2011</u>

-**RIP OLA**: Question about ROD service should be provided by resource infrastructure provider (RIP). ROD team should be provided working according to procedures. This should be specifically mentioned in OLA. MK will take this to the OLA task force.

-**Site OLA**:   It is stated that sites need storage. This is a gLite-only issue and should not be in de OLA. This will be brought up in the OMB.

- **Improvement of escalation procedure**:

After 1st and second level escalation with site, the issue ends up with COD who sends it back to the ROD. Suggestion from MK: NGI after 1st and second level then ROD goes to NGI manager. If no response ROD suspends a site. Only when the ROD is not handling things the issues come to the attention of the COD.

There is a need to record site suspension and the reasons for doing this. NGIs can put this in the QR. In the TSA1.7 QR sites can be recorded that are suspended by COD.

Action MK: draft adapted procedure and propose it to the OMB.

- **april news letter items**
Finnish ROD team will tell something on their operational setup

EGI UF training/documentation: VH

EGI UF ROD meeting: RT
Put up IBERGRID presentation link.

Arc tests: VH

metrics: MK

tip of the month: Dashboard howto: VH.Don't look at drafts. doc301 on document net server.

Intro: RT

Videos: MK

may newsletter:

MR/MK are going to write an item on the Dashboard

Tech forum Lyon:

ROD team presents itself.

Training: Consider an advanced training since most people from NGIs have undergone the basic training.

VH suggests to setup a virtual NGI for training purposes. This might be very difficult. Need to discuss this with COO.