

Procedures and Policies

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The importance of having procedures and best practices that are valid for all project partners can not be overemphasised. Precise definitions are needed for these to guarantee that OLAs, SLAs and MoUs are fulfilled, which in turn is a precondition for a high quality and stable production environment.



- The Operational Documentation makes up the bulk of the procedures used to provide a healthy infrastructure. They mainly consist of
 - Operational Procedures
<https://documents.egi.eu/document/15>
<https://wiki.egi.eu/wiki/Operations:Manuals>
 - Best Practices
https://wiki.egi.eu/wiki/Operations:Best_Practices
 - Documentation for TOOLS (Nagios, GGUS, GOCDB, etc.)
https://wiki.egi.eu/wiki/Operational_Tools_Documentation_links
- EGI WIKI Pages contain many references to these and more.

- Currently in draft form
 - OLA Sites and NGIs (Christos, Dimitris)
<https://documents.egi.eu/secure/ShowDocument?docid=31>
 - OLA EGI (Tiziana, Christos, Dimitris)
<https://documents.egi.eu/secure/ShowDocument?docid=65>
 - MoU for outside “partners”(Sergio, Damir)
<https://documents.egi.eu/secure/ShowDocument?docid=87>
- SLDs, SLAs, Internal NGI SLAs?
 - Only criteria here is that these don't contradict the agreements made through EGI
 - That would be confusing!

- Those involved MUST communicate!
 - Important that the creation of the agreements parallels the update and modification of procedures!
 - Important that Operational Procedures are created or modified so that they comply with the content of the agreements!

What state are these in currently?



Operational Procedures (I)

Currently the Operational Procedures Manuals are in bad shape.

- Have not progressed since the last EGEE release in April
 - Virtually no resources to do so
- Require updates to links, acronyms and the overall structure.
 - The information contained within these is still relevant. It needs to be marketed as part of the current project (EGI)
 - This includes updates to mailing lists, new ROD teams, new links to new documents etc.

- **Best Practices**
 - Provides tested methods for daily operations that
 - Have not made it to the Operational Documentation
 - Fall between the lines of standard procedures
 - Have recently been made relevant as a good method because of changes in tools or other documents

Currently, the Best Practices has been migrated to the EGI wiki.

- Has not been updated since **Nov 2009**

A lot has changed since NOV 2009!

- Links, acronyms, content
- New material to add? Modified procedures?
- **The contributors are the NGIs: Operators (ROD), sysadmins, ... COD also**
 - We need moderators and editors for this wiki!

- In progress ...
 - The drafts are there – and it is important that others (NGI managers?) READ these and point out discrepancies or oddities
 - Provide input, suggestions

And the same goes for the documentation



Any document should be

- COHESIVE
- CENTRALLY Structured for ease of access
- COMPLETE
- INFORMATIVE

It needs to be in good shape! We don't want

- Fractured documentation
- Widely dispersed documentation
- Missing documentation
- Poor/minimalistic documentation

- Finalise the agreements/policies
- Ensure that the procedures reflect both the requirements of Operations and are in line with policies

It needs input from the players.
i.e. NGIs



How to proceed (II)

- List of new procedures needed through the NOC managers and SA1 leaders
 - They forward this to documentation task group to create a draft
- Drafts of procedures should be provided to NOC managers and discussed in the OMB
 - NOC managers can further disseminate information for feedback
 - This should go back to the OMB for discussion
 - OMB should agree when the procedure is ready for adoption into the manuals

- A lot of *stuff* has been inherited from EGEE
 - Important that we use the base that this provides
 - There are proved method already established!
- We've already established our technical competence
 - Of course that doesn't mean we should stop being vigilant there

BUT

- The EGI can now focus on QoS.

A bold initiative for this new era.



And it all starts with the input that YOU provide!

