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The COD activity and site availability, ensuring the quality of the Grid

Wednesday, 15 September 2010 14:00 (30 minutes)

Central Operator on Duty (COD) is responsible for ensuring the operational problems with EGI grid infrastructure are solved in an efficient manner. Quick problem solution leads to a higher site availability but requires timely and precise actions. A number of teams and tools are involved in the process:
(teams)
- Site Admins
- Regional Technical Support (1st line support)
- Regional Operator on Duty
- Central Operator on Duty
(tools)
- infrastructure monitoring system
- message bus
- operations dashboard
- ticketing system

During this session EGI Operations Support Model will be presented including operations teams, interactions between them and time constraints. Next the Operations Support Metrics providing overview on the whole process will be introduced. COD procedures related to Availability/Reliability followup will be explained. Some view on tools used by COD will be given.

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