

Meeting to discuss Operational Procedure manuals: Phone Conference
25 May 2011, 13:15 to 14:00 CET

Participants:

Vera Hansper (FINLAND, CSC/NDGF)
Andres Aeschlimann (SWITZERLAND, SWITCH)
Peter Slizik (SLOVAKIA, SAVBA)
Dorine Fououssong (FRANCE, IN2P3)
Dimitris Dellis (GREECE, GRNET)
Feyza Eryol (TURKEY, TUBITAK ULAKBIM)
Peter Solagna (EGI)

Agenda:

1. Summary of where the documentation currently stands

* Working area : https://wiki.egi.eu/wiki/Operations_Drafts
and go to the "Operations Procedures" section.

* As the "old" COD system is no longer part of operations, the COD section will point directly to the Grid Oversight pages.

2. WIKI structure for the manuals

* Is the wiki structure the best model?

- other options? odt? pdf?

* How to plan the various sections

* Who are the target audiences

- what info should be retained from the original,

- what needs to be removed

3. Preparations for Workshop

* Division of labour

- highly dependent on participation

- SIGN UP NOW!

* Agenda for workshop

4. AOB

5. Next meeting.

* 14th to 16th June, Zurich

Minutes:

1. Summary of where the documentation currently stands

- Working area : https://wiki.egi.eu/wiki/Operations_Drafts and go to the "Operations Procedures" section.

(This is the place holder area for working on draft procedures and best practices etc.)

- 6 sections:

General

NGIs - this should be renamed

Sites (Resource Centres)

1st Line Support

- not part of the necessary operations for EGI, but this could be useful optional information. 1st Line support was part of the EGEE model, and some NGIs may wish to have guidelines for how to proceed with 1st line support.

ROD

COD

- As the "old" COD system is no longer part of operations, the COD section points directly to the Grid Oversight pages. COD now handles that section.

Note that the https://wiki.egi.eu/wiki/Operations_Manuals is the place where the final versions of the drafts will go. Place holders have already been made on this page.

Comment from Dorine: Was is the difference between Manuals and Procedures?

Vera: There is a nomenclature problem here – these are the instruction sets for RODs and NGIs on how to keep the infrastructure functional. These are more a collection of procedures – or HowTos. So this maybe better defines them. Historically they were called Operations Procedure Manuals!

Peter Slizik has moved a lot of the material from the original documents to the drafts versions mentioned above. The main problem is that URLs and references to EGEE are still not correct. So they need to be updated.

Andres: Is the content complete and they just need streamlining?

Vera: Not really – the content is probably about 80 to 90% complete – it needs to be cleaned. Some procedures and tools have changed since the EGEE era. We need to streamline and update.

2. WIKI structure for the manuals

- **Is the wiki structure the best model?**
 - **other options? odt? Pdf?**
 - Media wiki allows for making a pdf “book” from a set of pages
 - Should do this when the manuals are finalised/cohesive
 - An “office” version is not really feasible.
 - NGIs should take these manuals – the content thereof – and customise them to suit their own variation of their procedures.
 - NGIs can also translate them to suit their native language if that suits them better.
 - Note: NGIs will have to maintain and update their own versions.

Peter: What about the approval process?

Vera: Yes this is a problem, and can be a long process – however that COD is pushing to have these manuals completed, I believe (hope!) that they will be fast tracked.

Peter: PDF will prevent editing of the files

Vera: We could have a PDF version on the document server, but people should have a WIKI version that can be easily edited. Given the issues with security in the wiki, and that it is now locked down I don't see this as a problem.

Peter: But you can lock against editing?

Vera: Yes. If needed.

- General approval with the media wiki book structure
 - its best to move the pages to a book and then create a manual (pdf)
 - this can be tested at the workshop
 - want to avoid too many different tools for manipulating the documents
 - stick to the media wiki ... at least for now
 - **How to plan the various sections**
 - want to avoid page urls which are of the type <https://wiki.eji.eu/wiki/Operations/NGIs/Draft/asdf/asdf/asdf/asdf>
 - want to keep sections on shorter pages so that there isn't a lot scrolling required by the reader to get the message of the section.
 - Good to have sections on various subpages
 - general approval of the structure for sub pages and will be of the order of <https://wiki.eji.eu/wiki/Operations/NGIs/page> <https://wiki.eji.eu/wiki/Operations/NGIs/page2>
- etc.
- Remember to place the navigation bars at the head of each page – we may make a separate template for these also.
 - Remember to have the catalogue in correctly.
- **Who are the target audiences**
 - NGIs/Resource Infrastructure Provider managers, operations centres.
 - ROD teams
 - Site administrators, Site Managers
 - (Possibly) 1st Line support

- As the manuals evolve, we may need to relabel some of the pages. This can evolve at the workshop.
- Remember the monitoring-managing synergy and how the roles fill this. Particularly relevant to 1st line support – which is an optional role.
- **what info should be retained from the original,**
This requires going through the material in detail. This is an aim at the workshop. This phone conf. Is not the best place for it.
 - Look at the content and see what has been done – can be done section by section.
- It's important that information that has been spread through many pages in the wiki by other groups is collected here (as links)
 - **what needs to be removed**
 - Revision histories at the end of pages (the pages will be rewritten)

3. Preparations for Workshop

Hope to have enough people joining – fewer participants will mean that the streams may be contracted.

- **Division of labour**
 - **highly dependent on participation**
 - **assignment for sections :**
 - Dorine : security aspects of the various audiences
 - Identify sections that need updating, add comments for further information
 - Dimtris/GRNET: Duties and Obligations :
 - Look at all sections
 - Peter : Handling tickets
 - Also place sections that haven't been transferred to <https://wiki.egi.eu/wiki/Operations/General/Draft/Miscellaneous>
 - This will ensure that nothing is overlooked.
 - Andres : GOCDB
 - Feyza : Handling sites
 - check the page that Peter will set up.
 - Vera : do some general updates
 - remove superfluous information, add navigation templates
- **SIGN UP NOW!**
<https://www.egi.eu/indico/conferenceDisplay.py?confId=481>
Even if you are joining via EVO – please sign up.
Encourage your colleagues to participate.
- **Agenda for workshop**
 - **Vera will write this in more detail next week.**
 - The Manuals will be the main focus
 - Best Practices stream (Roger)
 - GOCWIKI transfer stream (Andres) – probably focus on it more on the Wednesday.

4. AOB

5. Next meeting.

- **14th to 16th June, Workshop in Zurich**