

Minutes CODOC meeting 30-8-2011

ROD session EGI-TF

Malgorzata give the first presentation. The following items will be discussed:

- New escalation procedure and the changes required for the dashboard
- OLA. Metrics to measure the quality of the work done by RODS and requires changes to the operations portal. Current metrics are not sufficient. New metrics will include: alarms closed in non-OK status without a good explanation, alarms not handled in 72 hours, expired tickets.

Ron will discuss the outcome of the questionnaire and draw conclusions.

Discussion slot. If response is low, then we can invoke discussion using the outcome of the questionnaire and things mentioned in Malgorzata's talk.

Cyril. RT will ask Cyril to devote one slide to improvements of the dashboard in the field of synchronization problems (between nagios and dashboard and between regional and central dashboards).

AOB

M&M ask RT independently to put a deadline to the questionnaire. RT will do this about 1.5 weeks prior to the conference so there is time to process the data.

Malgorzata asks about the progress on the unknown test result issue of Nagios. According to EI is the developer free in the implementation of the return code of a nagios probe. It is the opinion of the COD that this should be standardized. Malgozata, will write up a response on behalf of the COD to present to the OTAG.

RT will send around an email to the RODs to:

- Ask them if they would come to the ROD session
- Ask them fill in the questionnaire
- Advertise the ROD session