

Minutes COD meeting 15-12-2011

Present: Malgorzata Krakowian, Marcin Radecki, Luuk Uljee, Ron Trompert

Action items

2: Progress on the "unknown" issue. There was a discussion on this topic. MK/MR reported that Tiziana was doing the followup of the unknown status issue. COD perceives this as their work. MK has send the following proposal to the COO:

As a step forward to improve the situation we would like to propose you as follow:

1. each month COD team will send a GGUS tickets to NGIs (one ticket per NGI) with the list of sites which are above 10% of UNKNOWN (we can discuss the percentage's value if 10% is to low)

2. In the ticket we will just ask the NGI to investigate the issue and fix the problem.

3. NGI should close the ticket as a sign that they receive the information.

3: Has been skipped

4: Closed

5: Closed

6: Closed

7: In next portal release which is due before Christmas, weekends are not counted even for the past months. There will also be automatic report generation with our preliminary thresholds. On these thresholds we will organize a phone conf with our RODs. MR will send an email to RODs.

8: MK will send Goncalo an email on how to handle nagios interventions.

10: RT still has to move this forward.

12: MK will look at online test tools

OLA

MR asks the question of what service the COD delivers to the NGIs. The following things came to mind:

1. Notify the NGIs when there are problems with their ROD teams
2. ROD/NGI certification
3. ROD assistance
4. OLA monitoring endpoint

Everyone is asked to thinks this over. MR will ask Tiziana about a deadline for this.

Newsletter

1. ROD metrics (MK)
2. Xmas wishes (RT)
3. Plans for 2012 (RT)
4. Unknown followup (MK)
5. Operations portal (MR)

AOB

MK asks about the closing nonOK alarms followup. It was agreed to do this in January.

RT will propose a more friendly text message for GGUS tickets to RODs with poor metrics.