



## ROD Newsletter

*February 2011 Issue*

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### Introduction

On April 11-15<sup>th</sup> there will be the EGI User Forum in Vilnius, Lithuania (<http://uf2011.egi.eu/>). There will be a training session for ROD teams as well as an Operational Documentation session and a ROD session. More details may be found in a dedicated section below.

New in this ROD newsletter is a section where a ROD team will introduce itself. Every month one ROD team will be invited to say something on how the Grid Oversight operations are organised within their Operations Centre, etcetera. This month we start off with NGI\_PL.

Input on the newsletter and Grid Oversight is very much welcomed by us. You can contact us by email at: [central-operator-on-duty@mailman.egi.eu](mailto:central-operator-on-duty@mailman.egi.eu). A complete project glossary is provided at the following page: <http://www.egi.eu/results/glossary/>

### Tip of the month

Come to the EGI User Forum!!!

### EGI User Forum

At the EGI user Forum there will be an Operational Documentation face to face meeting. This will take place on Monday 11<sup>th</sup> April, 12:00 in the Gamma Room. Keep an eye on the following timetable for a detailed agenda.

<https://www.egi.eu/indico/contributionDisplay.py?contribId=29&confId=207>

The main topics for discussion will be the Operations Manuals and their layout in the wiki. Sub topics will include Training Guides, Best Practices and transfer of GOCWIKI to EGI WIKI.

On Monday 11<sup>th</sup> April, 14:00 in the Gamma Room there will be a ROD training session:



<https://www.egi.eu/indico/contributionDisplay.py?contribId=91&confId=207>

This will be a training session aimed at new and inexperienced ROD operators. However, even experienced ROD teams may find something new and useful. The Training Guide, currently under construction, will be used for this session.

We are organising registration for this session, so please register ASAP. There is no extra cost. Detailed agenda coming soon, but your participation will help to mold the content of the training.

On Monday 11<sup>th</sup> April, 16:00 in the Gamma Room there will be a ROD team's session:

<https://www.egi.eu/indico/contributionDisplay.py?contribId=92&confId=207>

In this session there will be a presentation by Marcin Radecki on the Grid Oversight activity, where a number of aspects of the Grid Oversight activity will be addressed. Gonçalo Borges will present the IBERGRID experiences gained with the regionalized tools and handling of regional sites. Finally, there will be presentations and the opportunity to ask questions about the dashboard and Nagios.

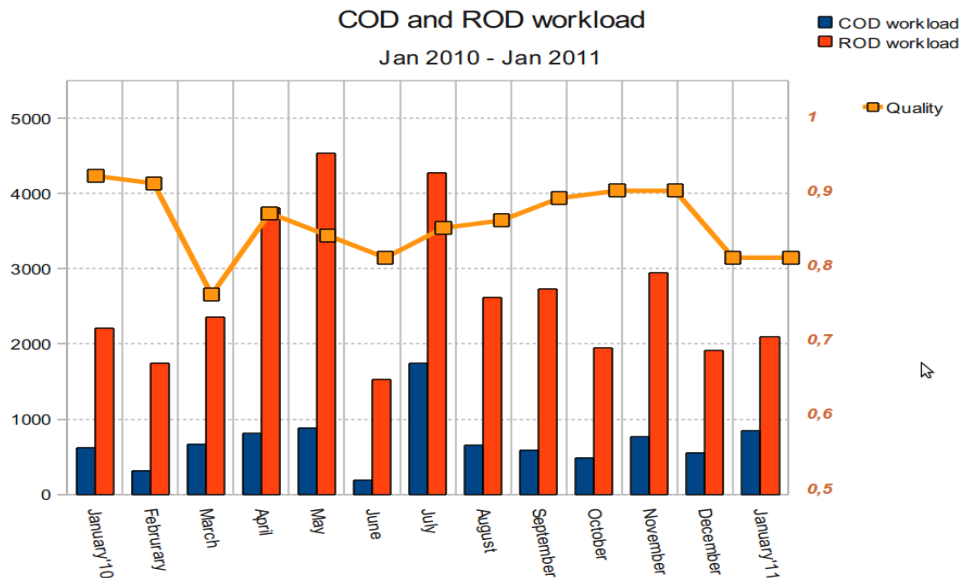
## **OTAG Meeting**

The OTAG meeting, which took place in Amsterdam at the end of January, was dedicated to GOCDB issues. You can find more details in [agenda](#). One slot was given to Metrics Portal whose aim is to support operations management staff in collecting metrics for reports. COD raised an issue with inability to suspend sites.

## **Metrics**

The process of handling operational issues at sites is called *operations support* as it aims at supporting people in handling the issues. There are 3 metrics defined to provide an overview of this process: COD workload, ROD workload and Quality. Details: <https://wiki.egi.eu/wiki/Operations:OperationsSupportMetrics>.

For [January metrics](#) we took an opportunity to compare the metrics for the whole past year. In Quality we



could observe the moment of starting the transition to nagios in March'10, which resulted in a necessity to close a lot of alarms in NON-OK status. Recent two months indicate lower Quality, the roots of which still need to be understood. For that part we count on the new Dashboard mechanism for closing NON-OK alarms, which requires a reason text-field. The workload metrics vary, their cumulative nature (items not handled on one day are counted again on the next day) makes them sensitive for even one ROD team not handling (or being unable to handle) the issues according to procedures. We faced such cases in the past as well as we do now, specifically with new ROD teams entering the game. Hopefully ROD training session during User Forum in Vilnius will be a chance to alleviate this.

## Introducing NGI\_PL ROD team

The Operations team in NGI\_PL is split into two subteams:

- Regional Operators on Duty (ROD) - group of procedural experts, NGI interface to COD
  - Cracow, CYFRONET: Małgorzata Krakowian
  - Poznań, PSNC: Paweł Wolniewicz, Rafał Lichwala
- Regional Technical Support (RTS) - group of technical experts
  - Cracow, CYFRONET: Tadeusz Szymocha
  - Poznań, PSNC: Paweł Wolniewicz, Rafał Lichwala

**People:**

We are happy to have people in our team who have worked in many grid projects for a long time. Therefore we were able to create an RTS team which is composed of workers experienced in grid services problems.

**Shifts:**

We perform our duties on a weekly basis. Some time ago we tested a system based on daily shifts but it occurred to be inefficient for us. Each day someone had to abandon their work and try to figure out what the current status of our NGI is. In weekly shifts you can easily follow the problem for a longer period of time and it is also less confusing to site admins as they don't have to explain the problems to another person every day.

For internal communication we use jabber, mailing lists and handovers. ROD team decided to send handovers only at the end of the shift with information about issues being passed to the next week's shift. RTS prefers daily handovers to keep an eye on the process of finding solutions which is the basis for creating the knowledge database.

**Workflow:**

As a result of the operations team structure, the workflow is quite specific. When a problem occurs, first 24h are used by RTS and site admin to solve the problems using available quick solutions. Their work results with a solution entry into the knowledge database: <https://weblog.plgrid.pl/category/1st-line-support/>.

After 24h hours ROD team comes into play. They create a GGUS ticket and take care of handling it according to the escalation procedure. At the same time RTS is still obligated to serve their technical knowledge to site admins.

In such structure the responsibility of the ROD team is only limited to procedural support of the problem as the RTS and site admins are responsible for the technical part of the job. The added value in such structure is the fact that RTS and site admins are focused on solving problems, not on deadlines.

**Other responsibilities:**

As an extension of Operations team duties in NGI\_PL we decided to monitor our national VO vo.plgrid.pl. For this purpose we use the same tools (dashboard, nagios) and procedures (excluding last escalation step) that are used for OPS VO. We also test applications on our sites to check whether they work properly for our users. Furthermore our teams are responsible for supervising other operational global actions such as, for instance, reconfiguration of all sites in our NGI.



## **Operational Documentation**

### **Odds & Sods:**

Mailing list to contact the Documentation team:

[operational-documentation@mailman.egi.eu](mailto:operational-documentation@mailman.egi.eu)

Best Practices contributions:

[operational-documentation-best-practices@mailman.egi.eu](mailto:operational-documentation-best-practices@mailman.egi.eu)

### **Phone meetings:**

Site Certification Manual: Last phone conference 2<sup>nd</sup> February. Waiting for comments from the COO. Should be finalised this month

Operations Manuals: Last phone conference 17<sup>th</sup> January. Next will be in the beginning of March. New form of documentation for these manuals will be a comprehensive group of HOWTOs

Training Guides: Last phone conference 17<sup>th</sup> February. Next meeting 25<sup>th</sup> February. Aim to have an updated version of the Training Guide out by the end of February/March. URGENT: Need people to contribute to the Training Guide for New ROD operators.

Best Practices: Last phone conference 7<sup>th</sup> February. Next meeting early March. Waiting for new contributions!

Moving GOCWIKI to EGI WIKI: Next phone conference will be in early March.