



ROD Newsletter

February 2012 Issue

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Introduction

This newsletter we have three topics lined up for you, namely, the upcoming Community Forum, Handling reports of NGI core services availability which we have started to do recently, the outcome of EGI Global Services survey and the ROD Performance Index.

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. Of course if there is anything unclear about operational procedures related to the Grid Oversight activity, you can always submit a GGUS ticket and assign it to the COD support unit. We are there to help you!!!

A complete project glossary is provided at the following page: <http://www.egi.eu/results/glossary/>

EGI Community Forum

As you may know, there will be an EGI Community Forum to be held in Garching near Munich. This will be held on 26-30 March 2012. It will be held in conjunction with the 2nd EMI Technical Conference and the 2nd Annual European Globus Community Forum. As Grid Oversight activity we have no meeting scheduled at that meeting but we encourage you to attend of course. More information may be found at: <http://cf2012.egi.eu/>. See you in Garching.

Of course when you are at CF and want to contact us for a face to face discussion. Just let us know.

Handling reports of NGI core services availability

As of February COD team has started a process of monitoring availability and reliability of NGI core services. Monthly [reports](#) for Top Level BDII are available from some time and now we need to understand reasons for not reaching minimum service threshold and how this can be improved.

The target for availability and reliability of Top Level BDII is 99% as agreed by OMB thus if an NGI scores less they will receive a GGUS ticket asking for justification and plan for service enhancement. By this exercise COD team collects experience on methods applicable to increase the service availability. We believe in future this will let us make suggestion and evaluation of remedy plans more easily.



In February 10 NGIs were below the 99% target. The master ticket gathering all tickets by which COD team handles communication with the NGIs can be found [here](#). Thanks to those who already replied.

EGI Global Services survey

At the end of last year a survey was distributed among the NGI operations managers in order to collect feedback about the EGI Global Services. In this section we discuss the outcome as far as the Grid Oversight activity is concerned.

First of all, NGI operations managers have been very kind to us. Out of all responses there were only two complaints. Being the Grid policeman bullying ROD teams and NGIs ☺, we see this as a compliment. Thank you for this.

Nevertheless, we take any complaint seriously, so we respond to the two that we have received below.

To the question about suggestions for improvement and comments about Grid Oversight we have had the following response:

1. *Very responsive, but usually just to warn/complain and when asked for help not willing to do so. Probably it's not their responsibility, but when you don't know what to do (as ROD shifter, for example) this is very annoying.*

Our response: First of all, it is our responsibility to help ROD teams. Not by starting to do their work but to provide information on how to do things and answer questions. If you have something to ask, please submit a GGUS ticket and assign it to the “COD” support unit. This way we can track the progress of your request. If you send an email to one of us individually you may run that risk that someone of us is backpacking in Patagonia for six weeks and you don't get a quick answer. So, please submit GGUS tickets if you have questions.

Sometimes, we see when we do a follow-up of the monthly availability and reliability metrics, that there is hidden in an answer to the ticket a question. Since we are doing 30+ of these tickets each month which is rather laborious, it is very easy for us to overlook such a question. So if you have questions, submit GGUS tickets to us.

2. *I think COD could be a little bit more reactive to requests from the NGIs giving them the same level of attention NGIs give to COD requests. Along the year I have provided some suggestions that I think are still unhandled (it could be due to manpower issue, which I fully understand).*

Our response: For this complaint we can give the largely the same response as above, submit a GGUS ticket!! About suggestions for improvements, these are very welcome of course, but bear in mind that some requests we cannot decide about on our own and need to be discussed within the context of the OMB.



ROD Performance Index

First of all we would like to announce that 'ROD OLA metric' was renamed to 'ROD performance index' to fully reflect the meaning of this metric.

To meet your expectations we've created for you a wiki page, which contains all important information about the index

https://wiki.egi.eu/wiki/Grid_operations_oversight/ROD_performance_index

You can find here definition of the index, link to the reports and recalculation procedure in case of intervention on the NGI SAM or the operations dashboard. We strongly encourage you to read the wiki page (especially the procedure) and send us your feedback. We will answer all your questions.

ROD Performance Index for January 2012. We are happy that this time only 5 NGIs were above the threshold of 10 items. Thank you for your work and keep going 😊. The ROD Performance Index may be found in the picture below.



European Grid Infrastructure

Ngi	Alarms	Tickets	Total
CERN	191	14	205
NGI_ARMGRID	23	0	23
AsiaPacific	8	14	22
NGI_DE	6	12	18
NGI_HU	0	16	16
NGI_ME	3	7	10
NGI_RO	0	9	9
NGI_IT	0	7	7
NGI_CH	6	0	6
NGI_MARGI	6	0	6
ROC_Canada	0	5	5
NGI_IL	1	3	4
ROC_LA	0	3	3
NGI_IBERGRID	1	2	3
NGI_NDGF	0	2	2
NGI_TR	2	0	2
Russia	0	2	2
NGI_FRANCE	0	2	2
NGI_PL	0	1	1
NGI_UK	0	1	1
NGI_NL	0	0	0
NGI_SI	0	0	0
NGI_SK	0	0	0
ROC_IGALC	0	0	0
EGI.eu	0	0	0
NGI_AEGIS	0	0	0
NGI_BA	0	0	0
NGI_BG	0	0	0
NGI_BY	0	0	0
NGI_CYGRID	0	0	0
NGI_CZ	0	0	0
NGI_FI	0	0	0
NGI_GE	0	0	0
NGI_GRNET	0	0	0
NGI_HR	0	0	0
NGI_IE	0	0	0