



ROD Newsletter

March 2011 Issue

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Introduction

In this edition of the newsletter we have the usual topics like the tip of the month, metrics and news from the operational documentation activity. In addition, since there have been some changes in the dashboard, we dedicate one section on this topic. Further, the ROD of the NGI_NL will introduce itself and say something on how the Grid Oversight operations are organised within their Operations Centre, etcetera. Finally, work has been done on a ROD wiki page which I hope you will find helpful.

Although the EGI User Forum has not even started yet, it is good to think ahead and to bring the EGI Tech Forum, which will be held in Lyon, France in September this year, to your attention. There will be a substantial amount of time available for Grid operations. Of course, the Grid Oversight activity plans to organise sessions at the Tech Forum. We would very much appreciate your input on topics you like to be discussed there. As always, we expect you to join us there.

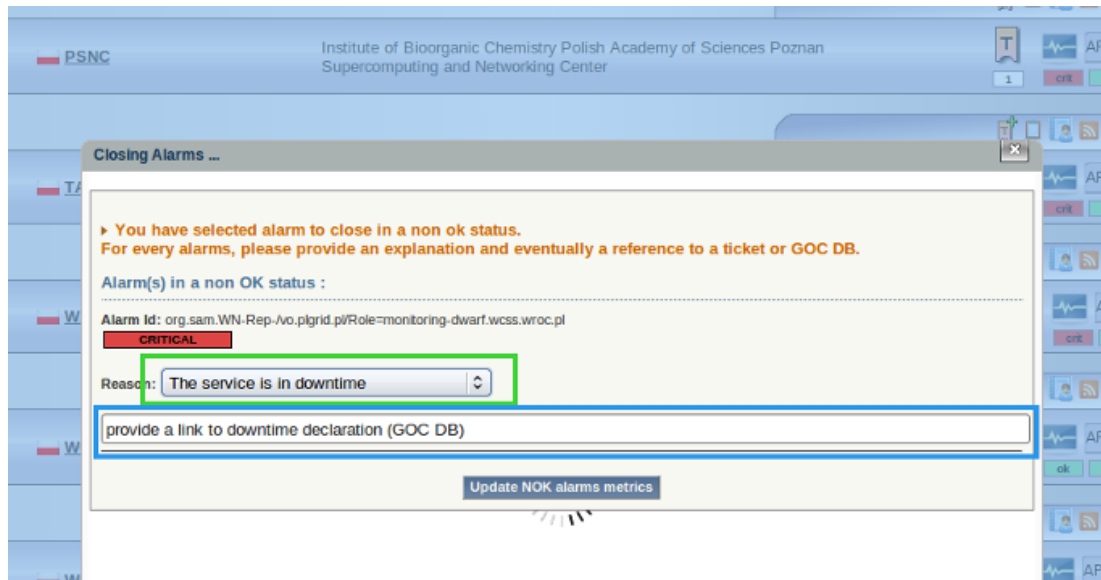
Input on the newsletter and Grid Oversight is very much welcomed by us. You can contact us by email at: central-operator-on-duty@mailman.egi.eu. A complete project glossary is provided at the following page: <http://www.egi.eu/results/glossary/>

Tip of the month

It is a good idea to regularly check your sites availability at gridview.cern.ch or gridmap.cern.ch.

Dashboard Developments

As we all well know we are facing up with some situations when it is needed to close an alarm in NON-OK status like for example desynchronisation between Nagios and the Operations Dashboard. To eliminate such situations, COD decided to ask for a new feature to be added to the dashboard which will allow collecting such cases.



In the figure above you can see a window which will appear if you try to close NON-OK alarm. To finalize this action you have to choose predefined reason (green border) and fill in text field with required details (blue border).

It is essential for Grid oversight that you provide the required information because we would like to evaluate the impact of each reason for closing the NON-OKs. Each case will be reviewed by COD and results will impact on ROD/COD future. Base on gathered data COD will try to address properly appearing problems.

Metrics

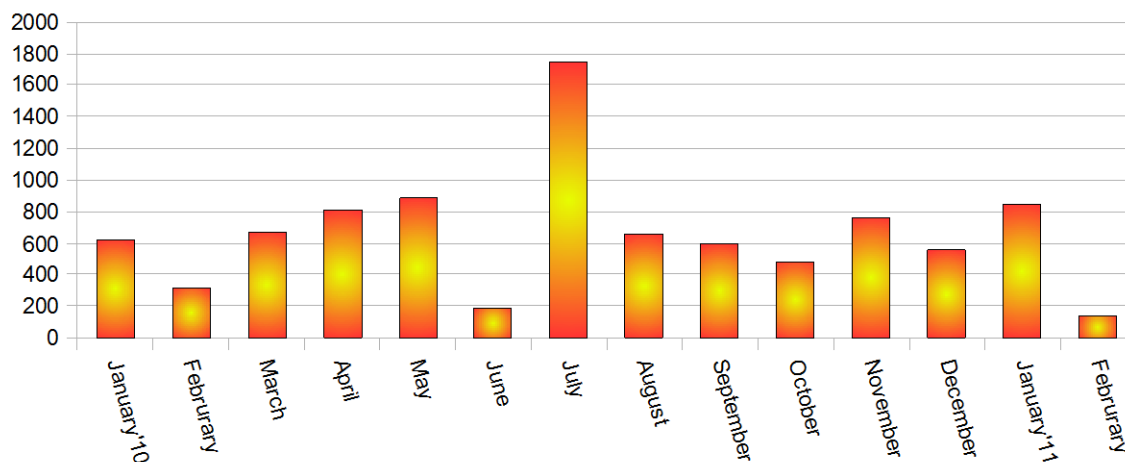
This time we are going to talk a little about **COD workload**. This metric shows the **number of items** appearing in **COD dashboard** for a given month which includes:

1. An alarm older than 72h
2. An expired COD ticket: all tickets which have an expiration date of 5 days in the past.
3. A COD ticket which hasn't been solved for 30 days
4. A COD ticket transferred (manually by ROD) to COD

1st and 2nd issue are caused by not performing duties by ROD according to procedures. They should be fixed as soon as possible. Alarms should be handled at most 24h. Then we give an extra 2 days and then the alarm appears on COD dashboard indicating there is a real problem. Tickets should be updated accordingly - their status and expiration date.

3rd and 4th issue can be caused by middleware (e.g. a bug) or political problem (e.g. not responding site). In case of middleware problems an issue should be registered and appropriate link should be added into given COD ticket. For political problems it is recommended to try all available ways of communication to solve the problem. If it doesn't work then you should according to procedures consider suspending the site.

As you can see not all issues (3rd and 4th) can be easily solved before they reach COD level. But at the same time it doesn't mean that we shouldn't try to limit such cases to minimum.



ROD wiki

To make you life a little bit easier we've prepared for you a ROD wiki page:

https://wiki.egi.eu/wiki/Grid_operations_oversight/ROD where you can find all materials related to your work (duties, manuals and procedures, metrics, newsletters etc.). The goal of this page is to collect everything in one place to make it easy to find needed information.

Of course you are welcome to contribute to the content of this page. We also encourage you to visit our wiki page https://wiki.egi.eu/wiki/Grid_operations_oversight/COD to get to know us better.

The main wiki page of our activity can be found by visiting https://wiki.egi.eu/wiki/Grid_operations_oversight



Introducing NGI_NL ROD team

The Operations team of the NGI_NL consists of 5 people. All of them perform ROD (and COD) duties as well as providing technical support to sites belonging to the NGI_NL. The people involved are:

- Alexander Verkooijen
- Maarten van Ingen
- Ernst Pijper
- Luuk Uljee
- Ron Trompert

All people involved in the Operations Centre activities are physically located at SARA in Amsterdam in two neighboring rooms on the same floor. This makes the collaboration very efficient.

The NGI_NL covers the Dutch sites as well as the sites in Belgium. The Dutch and Belgian NGI have agreed that NGI_NL Operations Centre would perform ROD duties for the Netherlands as well as Belgium.

People:

Most of the people involved have build up their experiences with the Grid during the three EGEE projects and some even started out during the European DataGrid project that started in 2001.

Shifts:

We perform our oversight duties on a weekly basis. We found this the most efficient. It reduces issues with handover.

Workflow:

We have no first-line support in place that contacts sites directly that have problems during the first 24 hours after an alarm has been raised. Instead, we have encouraged the site admins within the NGI_NL to look at our nagios monitoring page a few times a day. Moreover, the site admins know how to find us and contact us when they need to. So far this has worked quite well.

After 24h hours ROD team comes into play and submits a GGUS ticket according to procedures. Since the same people are involved with technical support as well as the ROD work, the procedural work often coincides with the technical support work.



Operational Documentation

Odds & Sods:

Mailing list to contact the Documentation team:

operational-documentation@mailman.egi.eu

Best Practices contributions:

operational-documentation-best-practices@mailman.egi.eu

There has been a lot of behind the scenes progress with the Operational documentation and also with the GOCWIKI transfer. The Dashboard HowTo is going to be release shortly (we will announce it through the mailing lists) and the Best Practices wiki is reasonably functional.

Latest news:

There is still some ongoing work with the wiki structure, but you might like to start perusing the Documentation area at

<https://wiki.egi.eu/wiki/Documentation>

REMINDERS:

ROD Training Session at the EGI User Forum:

Monday 11th April, 15:00 in the Gamma Room.

<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.

(Unfortunately the indico page is badly formatted – a problem with the way indico works.)



The registration for the training session has been created, please go to <https://www.egi.eu/indico/conferenceDisplay.py?confId=436> and choose the registration form. Participants can choose whether they will be attending the conference session directly or via video conferencing (EVO).

Please register ASAP. There is no extra cost.

Operational Documentation face to face meeting:

Monday 11th April, 12:00 in the Gamma Room.

<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.

Phone meetings:

- Site Certification Manual
 - Last phone conference 2nd February.
 - Waiting for comments from the COO. Should be finalised this month.
- Operations Manuals
 - Next meeting will be a face to face meeting at the User Forum.
 - New form of documentation for these manuals will be a comprehensive group of HOWTOs.
- Training Guides
 - Last phone conference 25th February. Next meeting early April.
 - 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 8th March. Next meeting early April.
 - Waiting for new contributions!
- Moving GOCWIKI to EGI WIKI
 - Next phone conference will be in early April.

SEE YOU AT THE USER FORUM!