



ROD Newsletter

April 2012 Issue

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Introduction

This newsletter we have four topics for you, namely, the next version of the Operations dashboard, the ROD Performance Index of march and we will give an overview of the ROD performance index since January 2011. Finally we will say a few words about the upcoming Globus and Unicore operations tests.

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/>

Operations Dashboard Next Version

On 23.03.2012 Dashboard team sent an email to all RODs announcing plans to introduce new version of ROD dashboard :

Dear ROD , COD representatives

As you have probably seen it we have developed 2 new dashboards these last months :

- a security dashboard based on Nagios and Pakiti information
- a VO Operations Dashboard based on the VO Nagios Box.

So we envisage in the near future to propose a new version of the Operations Dashboard based on the experience of these 2 developments .

The main evolution will be the performance / efficiency of the application but also the ergonomics.

Before starting any implementation we want to be sure that the model could fit the regular operations and your needs.

And we need your feedback for it .

I will highlight now the main foreseen differences with the current version :

1) The Main view

The current view is based on a list of sites .

In the next version you should be able to select a view per site , per ngi or per type of services
We will load automatically all sites in your scope with an associated problem (alarm , ticket or



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notepad).

The information hierarchy will be different. Only important information will be loaded.

The rest of information will be loaded on the fly. The secondary information will be accessible via a menu on the right.

The main view will be split into several parts. One will be the summary of issues only (all alarms in ok status will be absent).

The other views could be configured in the way you need (a complete view with OK alarms, a view with a subset of tests, a view to debug new tests ...)

2) Operational Workflow

Closure of alarms: the operational statuses associated with the alarms will disappear.

We will show only the Nagios status. We will add the possibility to "flag" alarms to add a hierarchy ("Main alarm" => "related alarms") or to mark on relevant alarms (due to Monitoring issues for example)

3) The alarm history

The history of the alarm will be visible in a gantt chart and on each change the associated detail will be accessible.

4) Additional features

- a shortcut menu: this menu will allow you to access quickly to a specific Ngi, site or test results.

You will be also able to see the roles in your scope - a summary of issues by tests - a summary of the on-going events.

- a metrics generator: the metrics will be reviewed and we will propose to generate metrics on the fly with different metrics possibilities and formats.

- a event generator: You will have the possibility to declare / delete events with pre-defined categories: rotation shifts, monitoring information ...

These events will be visible in the menu on the main view.

- quick tickets and notepads functions: the idea is to create in one-click a ticket or a notepad based on a pre-defined template.

If you are NGI or Site officer you can have a better idea of the future ergonomics by visiting the security dashboard:

<https://operations-portal.egi.eu/csiDashboard>

or the VO dashboard if you are VO Manager or if you site is supporting one of the monitored VO.

<https://operations-portal.egi.eu/voDashboard>

During the Community Forum in Munich we've got some more information about the introducing plans which should be important for you. So the timeline for the introduction is as follow:

1. A new dashboard version is going to be ready for testing after holiday (vacation) period. It will be run in parallel with the old one. It means that all ROD teams will be able to comment and test it. At the same time you will be able to use the old version of the dashboard to perform ROD duties.
2. At the beginning of 2013 all ROD teams will switch to new dashboard, when all fixes are implemented.

We count on your commitment during the testing period ☺



ROD Performance Index

ROD metrics for March looks much much better. We are happy that this time only 3 NGIs were above the threshold. It is a good information for EGI.

2012-03

NgI	Alarms	Tickets	Total
CERN	60	44	104
NGI_BG	48	1	49
AsiaPacific	18	9	27
NGI_CZ	0	6	6
NGI_FRANCE	1	4	5
NGI_GRNET	4	1	5
NGI_IT	0	5	5
NGI_DE	0	4	4
ROC_LA	0	4	4
NGI_BY	0	3	3
NGI_TR	2	0	2
NGI_UK	1	1	2
NGI_ARMGRID	1	0	1
NGI_IBERGRID	0	1	1
NGI_MARGI	0	1	1
NGI_NDGF	1	0	1
NGI_NL	0	1	1
EGI.eu	0	0	0
NGI_AEGIS	0	0	0
NGI_BA	0	0	0
NGI_CH	0	0	0
NGI_CYGRID	0	0	0
NGI_FI	0	0	0
NGI_GE	0	0	0
NGI_HR	0	0	0
NGI_HU	0	0	0
NGI_IE	0	0	0
NGI_IL	0	0	0
NGI_MD	0	0	0
NGI_ME	0	0	0
NGI_PL	0	0	0
NGI_RO	0	0	0
NGI_SI	0	0	0
NGI_SK	0	0	0
NGI_UA	0	0	0
ROC_Canada	0	0	0
ROC_IGALC	0	0	0
Russia	0	0	0

Overview of the ROD Performance Index

Although we have only recently started to follow-up on this metric, submitting tickets to NGIs that have had 10 items or more on the COD dashboard over one month, this data is available from the dashboard since January 2011. What we have done is taken this data and examine it to see if we could derive some interesting facts. In particular, we were interested in how the RPI would evolve over time for the various NGIs and how the new NGIs are doing. Figure 1 show the absolute number of items on the COD dashboard. It is readily observable that a few NGIs stick out.

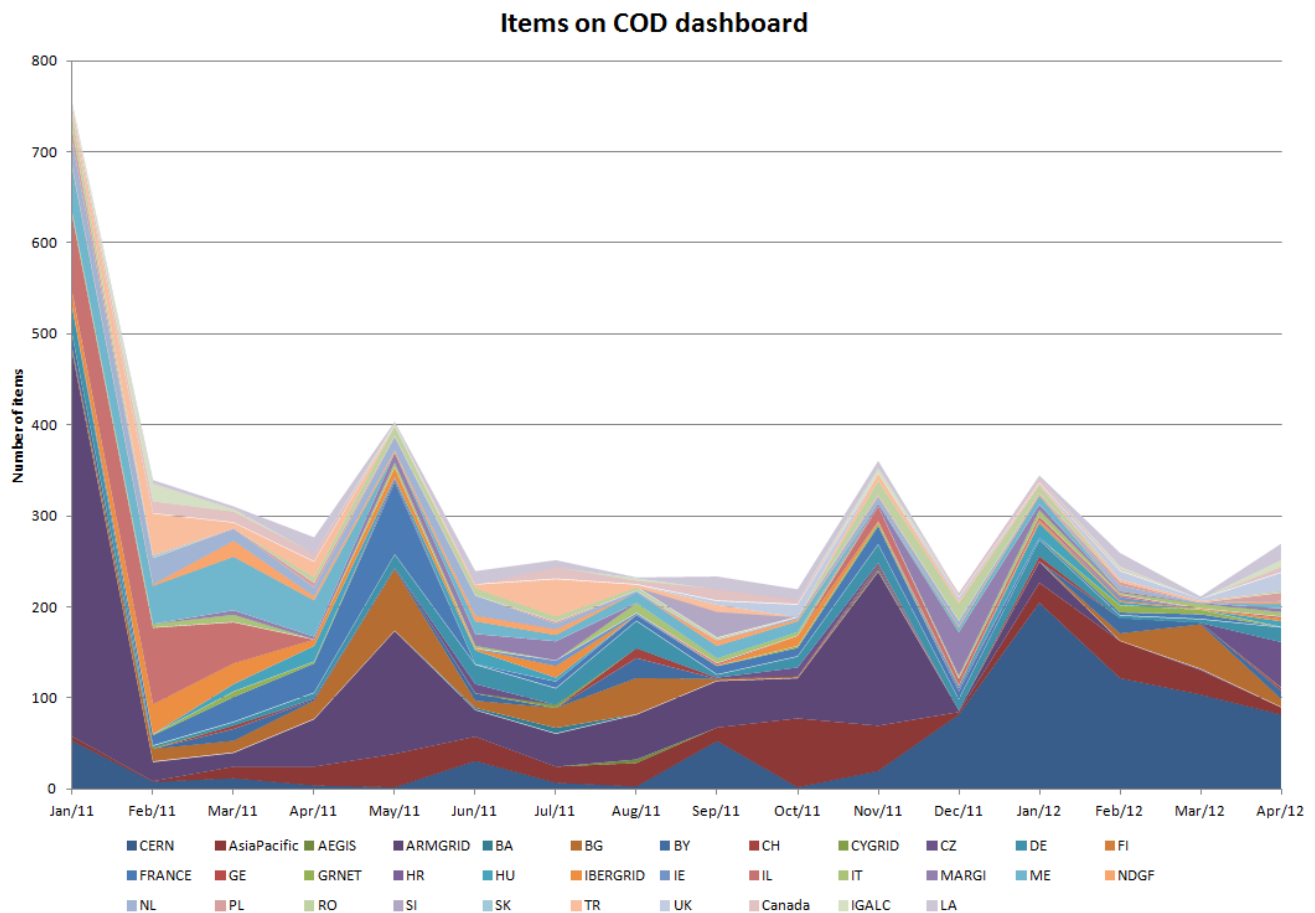


Figure 1 Number of items on the COD dashboard

Now we are going to be a little controversial here. You can argue if the absolute number is an honest metric. Now, we issue tickets to NGIs having 10 items on the COD dashboard or more. But suppose a NGI has 300 alarms to deal with and 11 end up on the COD dashboard, did this NGIs ROD team do a bad job? This NGIs ROD team handled 289 alarms properly. Conversely, if a NGI has four alarms to deal with and three of them show up on the COD dashboard, did this NGIs ROD team do a good job while 75% of the alarms were not handled correctly? In the present situation the NGI with 300 alarms would get a GGUS ticket while the NGI with four alarms would not.

The ROD workload may vary one of even two orders of magnitude from NGI to NGI. Therefore, we have decided to take the RODs workload into consideration and divided the number of items on the COD dashboard for a given month by the ROD workload for that month, a weighted ROD Performance Index. This is shown in Figure 2 below.

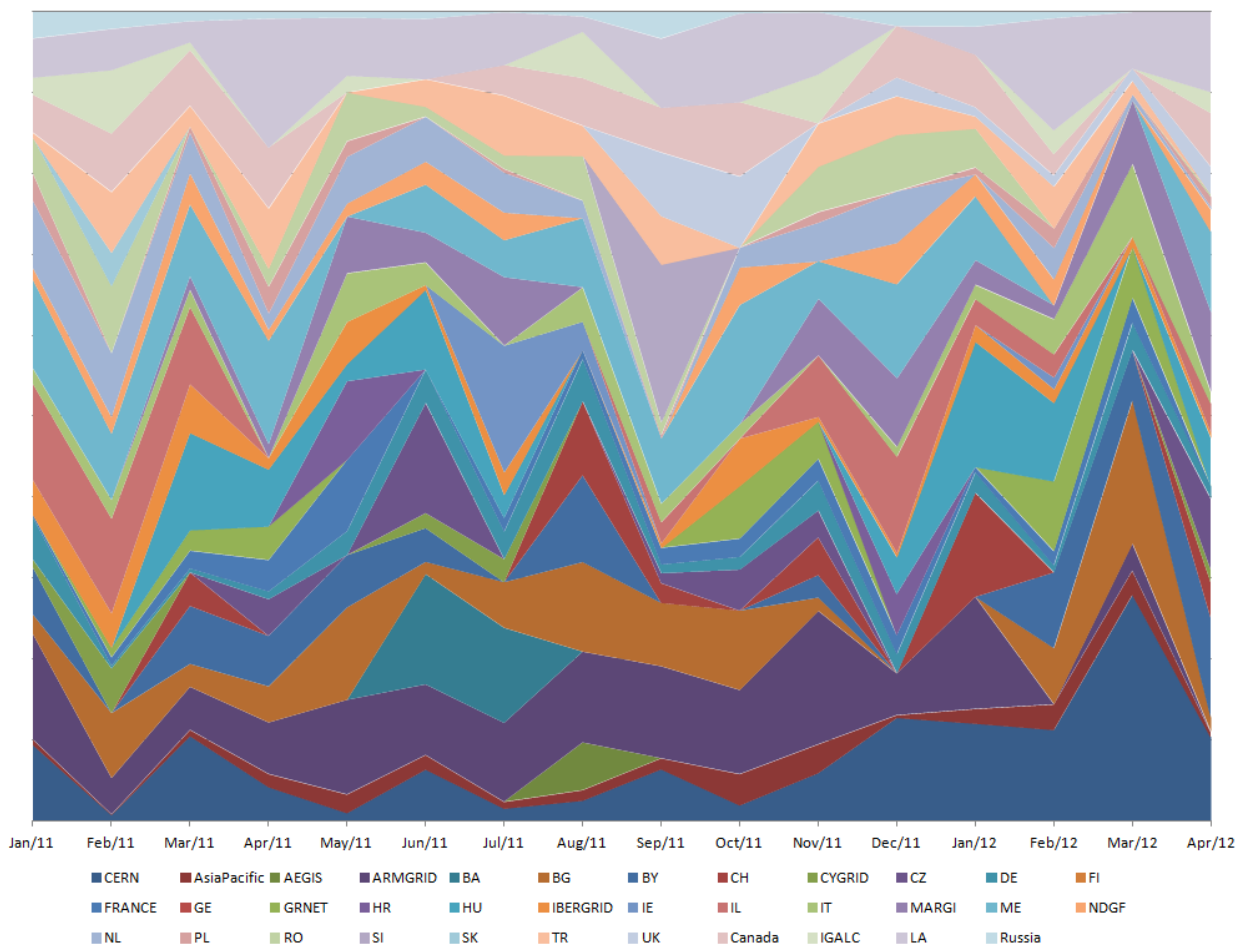


Figure 2 Number of items on COD dashboard divided by the ROD workload, the weighted ROD Performance Index

This figure shows that there are not just a few NGIs anymore that stick out but a lot more. The smaller the surface of your color (if you can see it at least), the better. So, if you see that your NGIs ROD has a prominent color in the figure above, then keep a closer eye on your alarms and tickets so that we don't see them on our COD dashboard. After all, the availability and reliability of the whole infrastructure depends on monitoring, notifying sites that they have problems in a timely manner and a prompt handling of tickets.

One thing that we like to note is that the average is about 0.125. This means that on average one out of every eight tickets or alarms is not handled as it should. Figure 3 below, shows the average weighted ROD Performance Index.

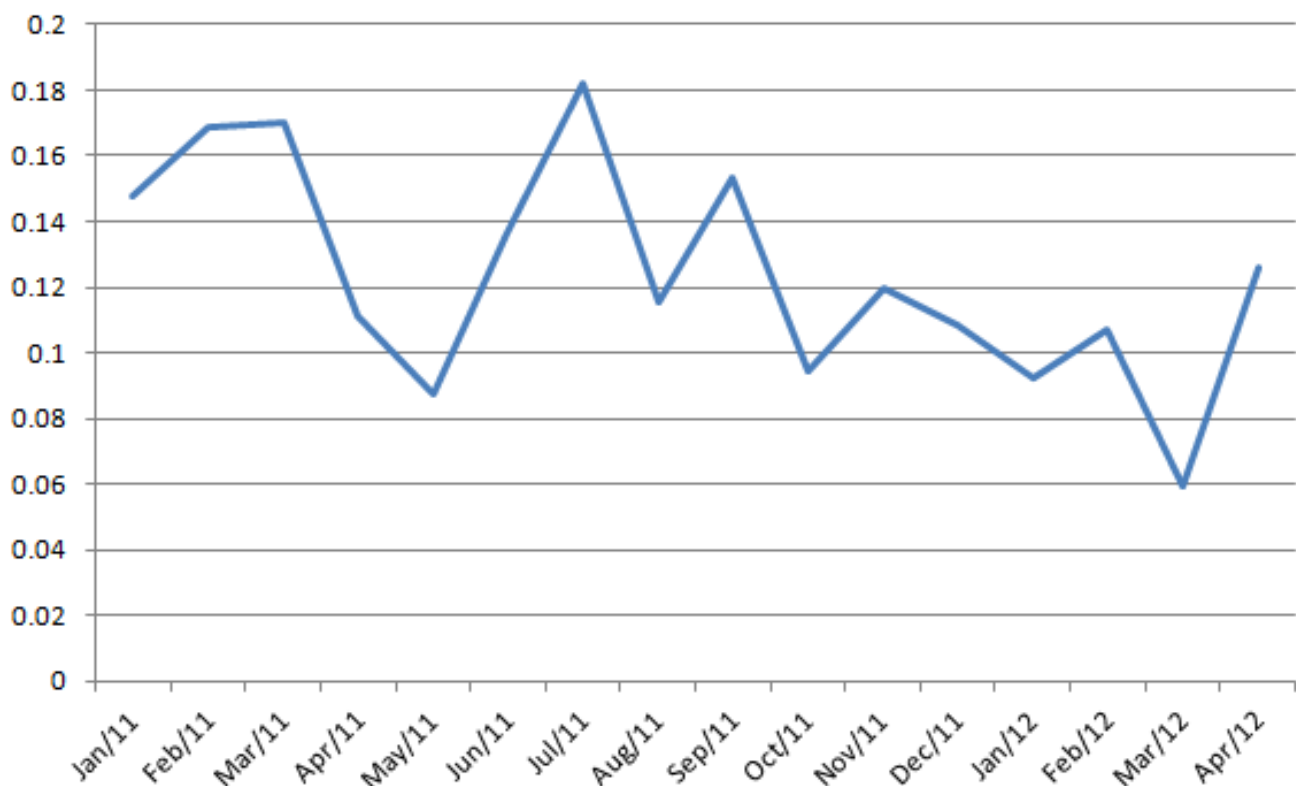


Figure 3 average weighted ROD Performance Index

With some imagination you can see something that looks like a downward trend, although April was not good.



Finally, about the new (non former EGEE ROCs) NGIs. These NGIs are expected to have less experience than the older NGIs. A few of them have (had) some problems but the good news is that quite a number of them are doing fine.

Globus and Unicore Operations tests

Several tests for UNICORE and GLOBUS services are currently in the process of becoming operations tests. You can find more information about this and track the progress in:

https://ggus.eu/ws/ticket_info.php?ticket=81278.