

ROD Newsletter

May 2011 Issue

The COD and Operational Documentation team: Malgorzata Krakowian, Marcin Radecki, Luuk Uljee, Vera Hansper, Ernst Pijper and Ron Trompert.



Figure 1: This picture has been taken during User Forum 2011. From left to right, Luuk Uljee, Malgorzata Krakowian, Marcin Radecki, Vera Hansper, Ernst Pijper and Ron Trompert.

Introduction

In this edition we have, as always, sections dedicated to the Metrics and Operational Documentation. Further, the ROD of the NGI_IT will introduce itself and say something on how the Grid Oversight operations are organised within their Operations Centre, etcetera.

Malgorzata Krakowian has added some very nice ROD training videos to the already existing collection, she described in the last newsletter. She will discuss these videos later on in this newsletter.

Finally, we will look ahead to the upcoming EGI Tech Forum.

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/>



EGI Tech Forum Outlook

At the EGI Tech Forum, which will be held in Lyon, France in September this year, the Grid Oversight activity plans to organise a 1.5 hour session. We aim for a similar format as the session we have held at the EGI User Forum in Vilnius, namely, Grid Oversight work, a NGI describing its operational model and Operational Tools. There will also be a 1.5 hour Operational Documentation session and a 1.5 hour training session. Currently, we are thinking about some advanced training since most ROD people already went through the basic training. We would very much appreciate your input on topics you like to be discussed there. As always, we expect you to join us there.

Video tutorials

COD team has started using new technology to pass info to ROD members. You can now learn your duties by watching our video tutorials!

As we promised last month next videos are now available for you. This time we encourage you to watch following parts:

1. **How to handle alarms** – managing alarms on the Operations Portal – ticket creation from an alarm, closing and masking alarms
2. **How to handle tickets** – managing tickets on the Operations Portal - creation, updating and closing tickets
3. **Issues escalated to COD** – an introduction of cases which are escalated to COD and how to deal with them
4. **Operations portal** – a brief introduction of the Operations Portal tools

You can find links to them on ROD wiki page:

https://wiki.egi.eu/wiki/Grid_operations_oversight/ROD#Videos_tutorials

You can also visit our YouTube channel directly: <http://www.youtube.com/user/EGIGridOversight> . We are waiting for your suggestions and comments!

Metrics

With this issue of the ROD newsletter we would like to present you last part of the series which explain the particular metrics. This time we will focus on **Quality** metric. This metric shows the **percentage of alarms** (independently from the alarm's age or assignment to a ticket) **closed in OK status** for a given NGI in a given month.

The goal of this metric is to check if RODs are closing alarms in NON-OK status instead of creating a ticket and solving the problem.

Ideally all alarms should be closed only if they are in OK status, however there are some cases when they need to close NON-OK alarms.

Here you can find all those cases with proposal how to deal with them:

1. **When site enters a Downtime.** It often happens that a failure occurred generating a lot of alarms and then site manager decided to put site in Downtime. Getting these alarms OK may take more than 72h when the issue is escalated to COD.
 - ROD should not create a ticket for sites/nodes in Downtime and is not obligated to deal with such alarms but **it is recommended to close these alarms** to avoid being escalated to COD.
2. **When dashboard and monitoring system (Nagios) desynchronize.** It happens that a notification about service recovery gets lost. Then the alarm remains in NON_OK status but the actual status is OK and is visible in Nagios.
 - **Such issue should be recorded in GGUS** and assigned to Nagios team.
3. **For non-production nodes on production sites.** Nagios sends information about all nodes, also about those not registered in GOCDB as production ones. It often happens for testing nodes which are put in sBDII for a while by their site admins.
 - In this case **it is recommended to put such node in downtime.**
4. For **nodes being removed from production** during an alarm. As the node has been removed from production and the alarm is still active, there is no chance for a recovery notification to be sent.
 - **The alarm has to be just closed in NON_OK status.**
5. For **sites being uncertified during an alarm and put again into production** after some time. As the site has been uncertified and the alarm is still active, dashboard will not display these alarms but they will be remembered in dashboard DB. When NGI put again the site into production, the old alarms will be displayed.
 - **NGI should close all dashboard alarms before putting site into uncertified status.**
6. When **the probe monitoring system malfunctions.** When a probe malfunction occurs, there is no other way of fixing the problem than closing the alarm and waiting for the probe fix.
 - **Such issue should be recorded in GGUS** and assigned to Nagios team

So there are some cases when this metric can be low and because of that it cannot be interpreted outside from surrounding circumstances.

As we wrote in March ROD newsletter since March you are asked for justifications in case of closing NON-OK alarm. It is essential for Grid oversight that you provide the required information because they will be evaluated to check 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.

Note: you can find the newest Operations Support metrics on ROD wiki page

[https://wiki.egi.eu/wiki/Grid_operations_oversight/ROD#ROD_performance - Operations Support Metrics](https://wiki.egi.eu/wiki/Grid_operations_oversight/ROD#ROD_performance_-_Operations_Support_Metrics)

Introducing NGI_IT ROD team

The NGI_IT ROD team is composed by 11 people:

- Marco Bencivenni (INFN-CNAF)
- Sara Bertocco (INFN-PADOVA)
- Riccardo Brunetti (INFN-TORINO)
- Andrea Cristofori (INFN-CNAF)
- Guido Cuscela (INFN-BARI)
- Enrico Fattibene (INFN-CNAF)
- Giuseppe La Rocca (INFN-CATANIA)
- Giuseppe Misurelli (INFN-CNAF)
- Alessandro Paolini (INFN-CNAF)
- Sergio Traldi (INFN-PADOVA)
- Paolo Veronesi (INFN-CNAF)

They perform a monitoring task on a weekly shifts basis, with 2 individuals per shift

The main activities are:

- Checking of the grid status and problems warning, tailing them until their solution if possible
- Performing on demand sites certification
- Reviewing not-solved tickets and following up their solution in collaboration with grid experts and site managers

On average, we open tickets against the sites by the first 24h of an alarm raising: we always verify if failures are temporary or not and, in case of known issue, we at first provide a possible solution in the ticket.

Many components of our team have been working in the grid world since the first EGEE project, so that we gained a lot of experience in the several fields, but only a sub-group of people have an overall grid knowledge: they are the experts who the other RODs can ask when facing a problem that requires a more technical support

Besides, NGI_IT is also taking care of the TPM task in collaboration with NGI_DE: so on a fortnightly shifts basis, our RODs are in charge of the EGI 1st line support.



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

Latest news:

The Site – sorry, “Resource Centre” Certification procedure was approved at the last OMB (Operations Management Board), as was the Operational Level Agreement (OLA) between Resource Infrastructure Provides and Resources Centres (NGIs and Sites).

You can find the Certification Procedure at:

<https://wiki.egi.eu/wiki/PROC09>

and the OLA at:

<https://documents.egi.eu/document/31>

Announcement:

Documentation Workshop in Zurich from the 14th to the 16th of June

Registration is now open and I encourage people to register. The indico page is at:

<https://www.egi.eu/indico/conferenceDisplay.py?confId=481>

I urge those who have had grave misgivings about the Operations Manuals to join! This is your chance to both contribute and to improve the operations manuals.



Phone meetings:

- Operations Manuals
 - 25th May: <https://www.egi.eu/indico/conferenceDisplay.py?confId=490>
 - Preparatory phone conference. Main work will be done at the workshop.
 - New form of documentation for these manuals will be a comprehensive group of HOWTOs.
- Training Guides
 - Phone conference in early June.
 - Next challenge is to create advanced training guides.
- Best Practices
 - Last meeting, 28th April: <https://www.egi.eu/indico/conferenceDisplay.py?confId=455>
- Moving GOCWIKI to EGI WIKI
 - Last meeting, 9th May: <https://www.egi.eu/indico/conferenceDisplay.py?confId=470>