



ROD Newsletter

January 2011 Issue

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Introduction

First of all, best wishes for the New Year. We have a whole new year ahead of us where there is lots of work to do. As Grid Oversight activity we have a number of issues we will address the coming year, apart from continuing with the ongoing work. New non-gLite middleware will be deployed and there will be an OLA. We will continue to investigate ways to make the infrastructure more reliable for our users. Further, we would also like make an effort to investigate ways to include test resources in the infrastructure in a consistent and coherent way so the reliability and availability of a site is not adversely affected and these services will not generate alarms in our dashboards.

With respect to Operational Documentation there is also a number of things that will happen this year. Next releases of the Operational Procedures Manuals are due in the spring and a lot of work will be done related to document relocation in the wiki and training guides.

On April 11-15th there will be the EGI User Forum in Vilnius, Lithuania (<http://uf2011.egi.eu/>). There will be training sessions for ROD teams as well as an Operational Documentation session and a ROD session. Registration is open now. We will inform you about the details as they become available. See you 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

When the site/node is in **downtime** you should still pay attention to the **tickets** assigned to them.

Welcome to new ROD teams

For the past month we welcome the ROD team from Albania. Welcome on board.

Critical tests and operations tests

APEL Thresholds

In the Operational Management Board (OMB) meeting of December, the threshold when a failing APEL-Pub will generate an alarm on the ROD dashboard, was discussed. The APEL-Pub test checks if accounting data has been published. The situation now is that when a site is not publishing accounting data for 30 days, an alarm is raised on the ROD dashboard. The proposal made by COD was to reduce this period to 7 days. The rationale behind this is that if accounting data is not published there is something broken and there is no need to wait for 30 days to fix it. The OMB decided to discuss this further when the migration from glite-MON to glite-APEL is completed.

OTAG Meeting

Last OTAG meeting was dedicated to Operations Dashboard – the tool which is the base for COD and ROD teams daily work. Discussion focused on improvements proposed by operations staff. You can find more details in [agenda and minutes](#). The meeting summary for operations is as follows:

Improvements to the dashboard should be stored in RT and will be consulted with COD as it is important to ensure that changes will not disrupt the operations support model. See: [#549](#)

Mechanism for closing alarms in NON-OK status will be implemented in the dashboard release that will be available in March, allowing to give explanations and a GGUS ticket if applicable. There will be a predefined explanations drop-down list from which the operator can select an appropriate one. There will also be a custom explanation text field. If a GGUS ticket is provided then the related alarm(s) will not reduce the Quality metric. Alarms closed for service in a downtime will not affect the metrics and do not require a GGUS ticket. New metrics for counting alarms closed with a specific reason will be created to evaluate the impact of this type of problems. Details: [#484](#)

COD raised a **problem with non-certified nagios instances publishing the results** and interfering with official results. The requirement is understood but the solution will be rather long term. We were not given a schedule regarding that. Details [#479](#)

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>



In [December](#) we could observe an interesting phenomenon: 5 NGIs have got 0 not only for the “COD workload” but also for the “ROD workload” metric! Does this mean they have such stable infrastructure or such efficient site admins? Let's have a closer look at the NGI_HR example: they have 3 sites, the [availability report generator](#) in daily statistics (select “DailyFiguresForaMonth”) showed lower availability between Dec 16 and Dec 22 (one site was put in a Scheduled Downtime). [Detailed view on metrics in operations portal](#) indeed shows that there were some alarms closed on these dates but they did not reach the age (>24h) to be shown in the ROD dashboard and counted in the “ROD workload” metric, therefore their result was 0. The same case applies to NGI_AEGIS, NGI_CH, Slovakia and Slovenia. Congratulations!

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

Phone meetings:

Site Certification Manual: Last phone conference was on Thursday 20th January at 9:30 CET.

Operations Manuals: Last phone conference was on Monday 17th January. These will be held bi-weekly for a couple of months. New form of documentation for these manuals will be a comprehensive group of HOWTOs.

Training Guides: Last phone conference was on Wednesday 12th January. Will also be held fairly regular for the next couple of months. Aim to have an updated version of the Training Guide out by the end of February/March.

Best Practices: Last phone conference was on Wednesday 12th January. Regular phone conferences will occur every 3 to 4 weeks. Waiting for new contributions!

Moving GOCWIKI to EGI WIKI: Next phone conference will be on Monday 31st January at 9:00 CET.