



ROD Newsletter

October 2011 Issue

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Introduction

This newsletter we have four topics lined up for you. First of all we will look back onto the EGI Tech Forum. Second we will discuss the outcome of the ROD teams questionnaire. After that we will discuss the ROD metrics and finally we ask your attention for the simplified escalation procedure that has been approved by the Operational Management Board and has come into effect on October first.

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/>

Looking back onto the EGI Tech Forum

In this edition of the EGI Tech Forum we have organised a 1.5 hour session where we have had three topics. Malgorzata gave a presentation on the new simplified escalation procedure. This will be discussed in a later section in this newsletter. Malgorzata also discussed ROD metrics and its incorporation in the OLA. This topic caused a fair amount of discussion. The outcome of this discussion was that these metrics will continuously be collected and published in this newsletter. Later on we will restart the discussion on how this should enter the OLA. Finally, she presented results of an investigation of the reason for closing alarms in non-OK status and gave some tips on how to do this properly.

Next, there was a presentation by Ron Trompert on the results of the survey that we have held among our RODs about the work that they do. There were questions about the operational tools, documentation etcetera. We will say a few more words on this in the next section of this newsletter. In any case, we have provided our feedback on this in this slot. A good thing was that the operational tools developers Cyril l'Orphelin and Emir Imamagic were in the audience so a part of the slot became a Q&A sessions between users of the operational tools and developers which was very useful.

Finally, Cyril 'lOrphelin gave an interesting presentation on the recent developments and improvements of the dashboard. There is going to be a security dashboard to detect and inform sites about security issues. Further there is also going to be a VO-oriented dashboard.

Links to the presentations may be found at:

<https://www.egi.eu/indico/contributionDisplay.py?contribId=35&confId=452>

Questionnaire

Some time ago we have send out a questionnaire to you. The reason for this was that we wanted to have your on opinion on how you perceive your work. We would like to your opinion on the operational tools, documentation, video tutorials, and this newsletter etcetera. We have got no less that 44 responses which we found very valuable. From 12 NGIs we have got more than one response. Thank you very much for taking the time to answer the questions. The outcome was discussed during the Grid Oversight session at the EGI Tech Forum (<https://www.egi.eu/indico/getFile.py/access?contribId=35&resId=0&materialId=slides&confId=452>). What we would like to note is that among your response there were a number of feature requests for the operational tool developers. If you have feature requests for the operational tools we recommend that you submit a ticket into the EGI RT system (<https://rt.egi.eu/rt/index.html>).

In the remainder of this section we will discuss the answers given to the questions and give our feedback. For the sake of brevity, we cannot discuss everything here. If your response is not discussed here but you would like to have our feedback on it, please, don't hesitate to contact us.

Is everything clear about the operational procedures?

There were two responses stating that parts of the description of the operational procedures were not quite clear. We will have a look at this and see how we can improve on the clarity.

Information provisioning. Have you got the impression that you are provided with sufficient information to do your work as ROD team?

There were three responses indicating that they do not have sufficient information. In one response it was indicated that the ROD team was knowledgeable about ARC middleware but not gLite. Our response to this is that a ROD should have some knowledge about all middleware deployed within their NGI. It is their responsibility to acquire that knowledge.

There was also a need for a deployment guide from scratch. Now there is already quite a bit of information available but it could be good to group some of this to make things easier for newcomers.



People also have a need for a procedure to test some service without this activity causing problems like alarms being raised and adversely affected reliability and availability of a site. Our response to this is that this is very much needed and we will put this on the agenda.

Are you aware of the ROD newsletter?

Most people were just like you aware of it and 24 said that it was useful.

Have you got any suggestions for improvement of the operations portal?

Some people complained about the speed. But that issue is being worked on. There was a complaint about the synchronisation with nagios. Improvements have been implemented addressing this issue and Emir suggested that NGIs have problems with this should upgrade their Nagios. Further there was a suggestion to mask long-standing tickets. We feel that this is a bad idea since you will forget about them and then they will stay open forever which will be a bad thing. There were also a few requests for features. For that, we recommend that you submit a ticket into the EGI RT system (<https://rt.egi.eu/rt/index.html>).

Have you got any suggestions for the improvement of SAM-Nagios?

Here there were a number of things reported, for example, to implement flap detection. The nagios probe developers say that it would be a very bad idea to do so because it would make thing horribly complicated. It would take to much room in this newsletter to discuss all of these responses in detail. If you would like to have our feedback on suggestions made by you, please, feel free to contact us.

Have you got suggestions for improvement of myEGI?

Here a few requests were put forward. Again we encourage to submit an RT ticket for your requirements (<https://rt.egi.eu/rt/index.html>).

Have you got any suggestions for the improvement of the GOC db?

Also here were a number of requests submitted of which we will name a few. Someone said the having glite-APEL and APEL is confusing. We would agree to this. A number of requests have been made. Some justified, other less or not justified. There was a complaint about scrolling through a long drop down list. In our view this has been improved. There was a request for setting "OUTAGE" as default for setting a down time. This is already the default.

Is the ROD manual which is currently in a draft state sufficient for you to do your work?

There were 6 responses to this. People were complaining that it was not sufficient or hard to read. We encourage those people to join the operational documentation team and help improving the documentation. If you are interested, let us know. There was also one response stating that national specific duties should be incorporated. We feel that the NGI can best take care of this by itself and maintain their own wiki pages for this purpose.



Is the ROD Welcome quickstart guide sufficient for you to do your work?

One responded said that there was a better page for that under

https://wiki.egi.eu/wiki/Operations/General/Joining_operations. We will look into this.

Is the ROD wiki helpful for you in order to do your work?

Everyone said yes ☺

Are the tutorial videos helpful for you to do your work?

Almost everyone who have seen them thought that they were helpful.

New ROD metric introduction

For last few months COD team was working within OLA task force to create Resource Provider OLA which will contain obligations between EGI and NGI. One of the actions was to define ROD metric base on which EGI will check if ROD service is properly delivered by NGIs. During our COD session on Technical Forum in Lyon we presented our proposal for this metric – please read [presentation](#) (from page number 9). As a result of the discussion we decided to provide first in a monthly basis simulation of this metric to check what the current status is. In the picture below you can see metric for September 2011. We decided to set initially the threshold at the level of 10 items. It means that since October we are going to ask all NGIs above 10 items about the explanation through GGUS, what was the reason of such result and how do you plan to improve the situation. For numbers of items between 1 and 10 we will assume that it is acceptable for now but it requires your attention. NGIs with 0 items can be proud of their result. ☺

September 2011

| NGI/ROC name | number of Tickets expired | number of Alarms > 72h | SUM |
|--------------|---------------------------|------------------------|-----|
| CERN | 103 | 0 | 103 |
| NGI_ARMGRID | 67 | 0 | 67 |
| NGI_SI | 29 | 0 | 29 |
| NGI_ME | 3 | 18 | 21 |
| NGI_CANADA | 0 | 21 | 21 |
| NGI_LA | 0 | 20 | 20 |
| ROC AP | 11 | 4 | 15 |
| NGI_TR | 14 | 0 | 14 |
| ROC RUSSIA | 4 | 7 | 11 |
| ROC_UKI | 0 | 10 | 10 |
| NGI_FRANCE | 9 | 0 | 9 |
| NGI_NDGF | 0 | 8 | 8 |
| NGI_IT | 0 | 6 | 6 |
| NGI_DE | 0 | 5 | 5 |
| NGI_BG | 0 | 4 | 4 |
| NGI_RO | 2 | 2 | 4 |
| NGI_UK | 0 | 4 | 4 |
| NGI_CH | 0 | 3 | 3 |
| NGI_IBERGRID | 0 | 3 | 3 |
| NGI_IL | 0 | 2 | 2 |
| NGI_CZ | 1 | 0 | 1 |
| NGI_PL | 0 | 1 | 1 |
| NGI_AEGIS | 0 | 0 | 0 |
| NGI_BA | 0 | 0 | 0 |
| NGI_BY | 0 | 0 | 0 |
| NGI_CYGRID | 0 | 0 | 0 |
| NGI_FI | 0 | 0 | 0 |
| NGI_GE | 0 | 0 | 0 |
| NGI_GRNET | 0 | 0 | 0 |
| NGI_HR | 0 | 0 | 0 |
| NGI_HU | 0 | 0 | 0 |
| NGI_IE | 0 | 0 | 0 |
| NGI_MARGI | 0 | 0 | 0 |
| NGI_NL | 0 | 0 | 0 |
| NGI_SK | 0 | 0 | 0 |
| NGI_IGLAC | 0 | 0 | 0 |

Of course you can easily check when items appeared on the Operations Portal. From the ROD dashboard view you should choose Metric tab, then select your NGI and proper month and click 'monthly metrics' button.

Note: please notice that we didn't take into account alarms closed in NON-OK status without satisfactory explanation yet. This requires few changes on Operations Portal side.

Simplified Escalation Procedure

An new simplified escalation procedure has come into effect as of Monday October 3rd. You can read about the new procedure at: https://wiki.egi.eu/wiki/PROC01#Escalation_for_operational_problem_at_site.

The biggest change as compared to the old one is that when a site is not responding to tickets, the matter is escalated to the NGI manager instead of directly to the COD. In the old situation, the matter would go from



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the ROD to the COD and from there to the NGI manager. Now it goes from the ROD directly to the NGI manager. This adaptation allows NGIs to handle things internally.

As always, if something is not clear or if you have any questions, you can contact us at: central-operator-on-duty@mailman.egi.eu.