



## **ROD Newsletter**

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### **Introduction**

As you all know, the transition from EGEE to EGI InSPIRE came about with a lot of changes. For Operations, the EGEE Regional Operations Centres, called ROCs, are in the process of being dismantled and their responsibilities transferred to the NGIs, or have already completed this process. In the EGI era, ROD teams will monitor the quality of sites in their country or region, whereas COD is responsible for the global oversight over the whole EGI infrastructure. This is to provide a high-quality grid infrastructure to the user communities.

These changes have also led us to think about how COD and ROD are going to interact with each other in this new setting. During the Grid Oversight session at the EGI Tech Forum it was made clear to us that people find it cumbersome to travel in order to have regular face to face meetings. Nevertheless, we do feel the need to create and maintain a coherent and alive Grid Oversight community and to have interaction between ROD and COD that goes beyond the dashboards. This is necessary, in our view, to create a top-quality grid infrastructure for our users. For this reason we have created this newsletter. The purpose of this newsletter is to inform you about recent and upcoming developments related to Grid Oversight and to show to you the metrics indicating how well we did the past month. It is our intention to publish a newsletter every month.

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](mailto:central-operator-on-duty@mailman.egi.eu). A complete project glossary is provided at the following page: <http://www.egi.eu/results/glossary/>

### **Welcome to new ROD teams**

For the past month we welcome the ROD teams from Israel, Macedonia, Bosnia and Herzegovina, Armenia, Montenegro, Georgia and Moldova. Welcome on board.

### **Procedures**

COD team takes part in defining operations procedures. In this section we would like to inform you about approved procedures and ongoing work.



## ***Approved procedures***

[New NGI creation process coordination](#) The purpose of this document is to clearly describe the actions and the relative steps to be undertaken for integrating a NGI (or a group of NGIs) into the EGI operational structure. **The newest version became effective as of Dec 1<sup>st</sup>.**

[Operations Centre decommission](#) The purpose of this document is to clearly describe the actions and the relative steps to be undertaken for decommission of an Operations Centre. **This procedure became effective as of Dec 1<sup>st</sup>.**

[COD escalation procedure](#) The purpose of this document is to define an escalation procedure for operational problems. **The newest version became effective as of Dec 1<sup>st</sup>. This procedure is essential for ROD work and we encourage you to read it.**

[Making a Nagios test an operations test](#) The purpose of this document is to clearly describe the actions and the relative steps to be undertaken for making a Nagios tests an operations test. A Nagios test is set as operations test to enable the operations dashboard to display an alarm in case the test fails. **This procedure will become effective as of Jan 1<sup>st</sup>.**

## ***Under Construction***

Currently there is no procedure under construction. However, for the future we would like to invite you to participate. The experience of each of the teams is valuable and can be helpful in procedure creation process.

## **Critical tests and operations tests**

### **“Operations test” should be used for tests raising alarms for ROD**

Recently it was decided that a new name should be assigned to a test which is raising alarms in operations dashboard. COD used to call it “critical test” but it was causing confusion with critical Nagios test status. In a poll the name which gained the majority was “operations test”. More info on the Nagios test categories can be found [here](#).

### **Org.bdii.freshness is operations test as of 1 Dec**

OMB decided to set org.bdii.freshness as an operations test as of 1.12.2010. It checks the freshness of data in top- and s-BDII services. The motivation was to report information system problems with the update process. The test status reports a “warning”, if the BDII data have not been updated for at least 20 minutes and “critical” after 1h. Then ROD gets a new alarm in operations dashboard. All [operations tests](#) are listed in EGI wiki.

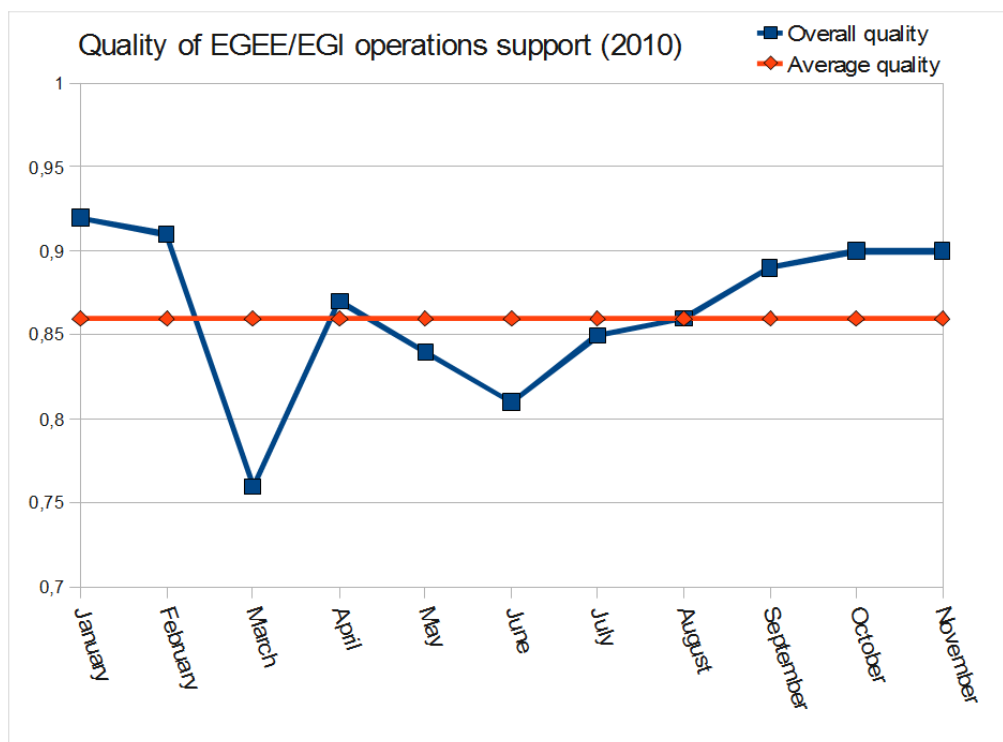
## Metrics

The process of handling operational issues at sites is called *operations support* as it aims at supporting the people to handle 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>

ROD workload indicates the amount of work that a particular ROD team had to deal with during a month. Workload depends on NGI size in terms of services and typically there are a dozen of items for a small NGI. COD workload in general comes from not handled ROD items, ideally it should be 0 (and for some NGIs it is!) The reasons for items passing to COD are various e.g. the operations tools unavailability or the ROD team not following the procedures. The Quality metric depicts the fraction of alarms closed when the current test results was OK, ideally it should be 1.

The [November metrics](#) show that some NGIs generate the majority of alarms and items for COD, this indicates more attention should be paid to certifying the new ROD teams. [Metrics results from other months](#) are uploaded regularly to EGI document server.

The Quality metric allows identifying the period when transition to new monitoring system started (March 2010) and some initial instability in EGI era related to handling over the operations support responsibility onto NGIs.





## Operational Documentation

The Operational Documentation task covers a number of sub tasks. There is a mailing list for the people currently involved in these tasks, [operational-documentation@mailman.egi.eu](mailto:operational-documentation@mailman.egi.eu). You can also ask to be subscribed to this if you want to keep a track of the progress of tasks. The wiki page (still being developed) is at <https://wiki.egi.eu/wiki/Operations:OD>

### Site Certification Manual

The manual is shaping well, and there have been a number of phone conferences for this. It is hoped to have the final release approved by the OMB in January. This task is not ongoing.

### Operations Manuals

These include the NGIs and Sites, ROD and COD operations manuals. Currently these need a lot of restructuring. A very small team, led by Peter Slizik has been created. The process is ongoing, and we need to have a release very soon. There has been one phone conference, but a fair bit of work behind the scenes.

### Training Guides

These guides include the Operations Portal HOWTO, and there will be a new document that is a guide to the tools used in operations. There is also going to be a “cheat sheet” created for ROD teams so that they can check their work needs at a glance. This task is led by David Bouvet.

### Best Practices

The Best Practices wiki is now being led by Roger Oscarsson. There has been one kick off phone conference which was very poorly attended. This task is currently low volume, but this could change. More people are required to join Roger as moderators and editors of the wiki. NOTE: A formal process for approval of a best practice is still to be created.

### Moving GOCWIKI to EGI WIKI

This is also a **terminal** task. There is some need to have a good wiki structure to move this forward, but some GOCDB material has already been moved.

There will be a number of phone conferences in the new year regarding all these tasks. More people are needed, especially in the Best Practices task.

“We always demand high quality documentation, but surprisingly, few people wish to write it.”