

Regional Operator on Duty shifter guide

Tadeusz Szymocha
EGI Operations Support
(ACK Cyfronet AGH)

- ROD – Regional Operator on Duty – is a part of grid oversight activity shared between Operations Centers (OC).
- Each Operations Center delivers ROD team that handles issues and tickets within the Operations Center scope
- It allows **scalability** of Operations oversight and the ROD team is closer to sites and problems with the OC.
- Since April 2014 COD (Central Operator on Duty) team responsibility was transferred to EGI Operations

https://wiki.egi.eu/wiki/Regional_Operator_on_Duty

The Regional Operations team is responsible for:

- solving problems on the infrastructure according to agreed procedures.
- ensuring that problems are properly recorded and progress according to specified time lines.
- ensuring that necessary information is available to all parties

ROD team:

- monitors sites in their region
- reacts to problems identified by the monitors, either directly or indirectly,
- provides support to sites as needed
- add information to the knowledge base
- provides informational flow to oversight bodies in cases of non-reactive or non-responsive sites.

The ROD team is provided by each Operation Center and requires **procedural knowledge on the process** (rather than technical skills) for their work.

- Introduction
 - ROD – duties
 - ROD – procedures
- Becoming ROD team Member (GOCDDB, GGUS, dteam)
 - Obtaining the recognized x509.Certificate
 - Registration in GOC DB
 - Registration in GGUS
 - Registration in Dteam VO
- ROD – shift (using the Operational Dashboard)
 - Issues aka alarms
 - Tickets
 - Notepads
 - Handover
- Questions

- **Handling incidents** - The main responsibility of ROD is to deal with incidents at sites in the region. This includes making sure that the tickets are opened and handled properly. The procedure for handling tickets is described in EGI Infrastructure Oversight escalation procedure
- **Propagate actions from EGI Operations** down to sites - ROD is responsible for ensuring that decisions taken on the EGI Operations level are propagated to sites.
- **Putting a site in downtime or suspend for urgent matters** - In general, ROD can place a site in downtime (in the GOC DB) if it is either requested by the site, or ROD sees an urgent need to put the site into downtime. ROD may also suspend a site, under exceptional circumstances, without going through all the steps of the escalation procedure. For example, if a security hazard occurs, ROD must suspend a site on the spot in the case of such an emergency.
- **Notify EGI Operations about core or urgent matters** - ROD is entitled to create tickets to EGI Operations in the case of core or urgent matters.

- List of procedures
 - https://wiki.egi.eu/wiki/Operations_Procedures
 - Used the most:
 - https://wiki.egi.eu/wiki/PROC01_EGI_Infrastructure_Oversight_escalation
- ROD FAQ
 - https://wiki.egi.eu/wiki/FAQ_Regional_Operator_on_Duty

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ROD Registration - Before first shift

- Welcome to the ROD team
 - https://wiki.egi.eu/wiki/Regional_Operator_on_Duty_welcome
- Get a valid grid certificate delivered by certification authorities. Find EUGRIDPMA members in your region and click on the map
 - <http://www.eugridpma.org/members/worldmap/>



ROD Registration -

EUGridPMA CA Locator Map - Mozilla Firefox

Strona startowa progra... x EUGridPMA CA Locator ... x

www.eugridpma.org/members/worldmap/

Google



Structures

[Membership](#)
[Contact us](#)

[IGTF](#)
[APGridPMA](#)
[TAGPMA](#)
[TERENA TACAR](#)
[TERENA REFEDS](#)
[SCI](#)

Documents

[Charter](#)
[Guidelines](#)
[One Statement Policies](#)

[CAOPS-WG](#)
[Wiki](#)

Technical Info

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[Subject Locator](#)
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[IGTF OID Registry](#)
[SHA-2 timeline](#)

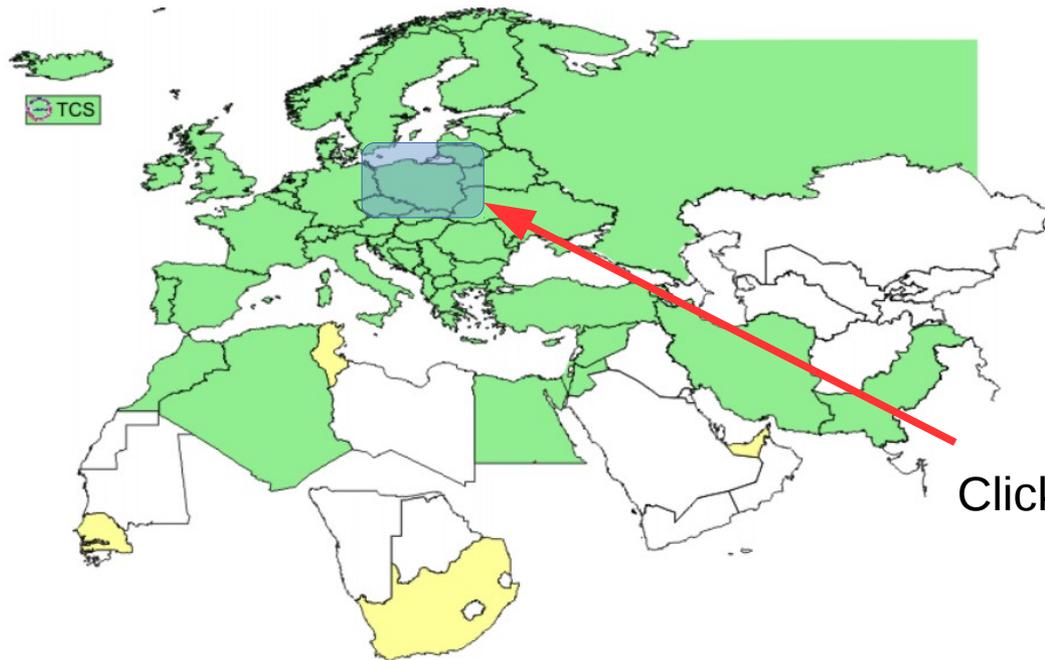
Meetings

[Poznan Sept 2014](#)

[Overview](#)
[Agendas](#)
[Intranet and Reviews](#)

EUGridPMA Clickable Map of Authorities

The EUGridPMA itself does not issue certificates. It coordinates national and regional authorities that do the actual certificate issuing to end entities. Please select your country from the map below to be redirected to your local issuing certification authority. If your country is not located on the European continent, go to your appropriate regional PMA (see below) or have a look at the [full plain-text Authorities list](#).



Click on the map

Authorities members not listed on the map

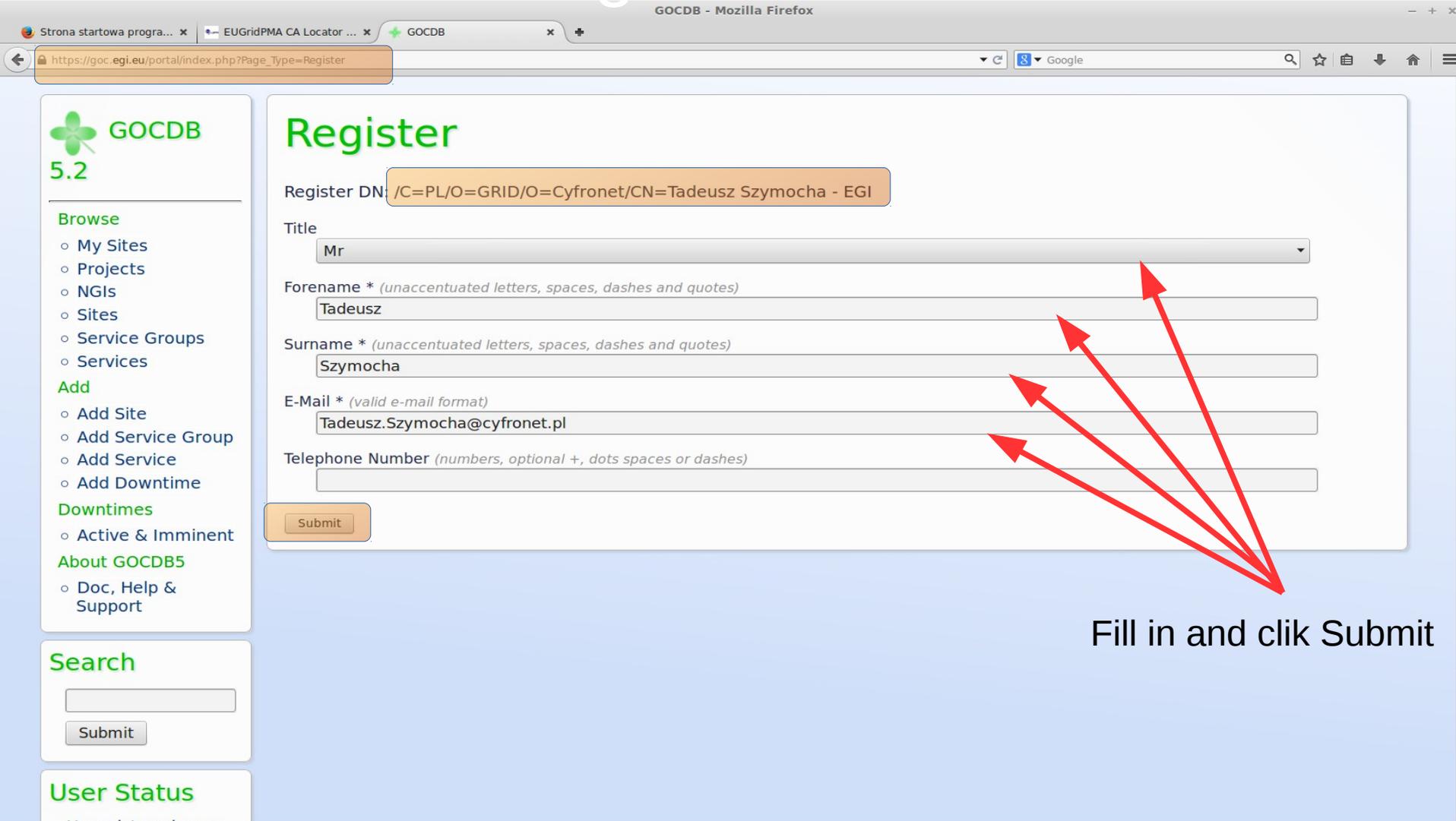
- [TERENA Certificate Service \(multiple countries in Europe\)](#) - see the [FAQ](#) for details
- [DOEGrids](#)

Identity credential providers elsewhere in the world

Tools - Registration in GOC DB

- **Register in GOC DB tool**
 - GOC DB is a central database which contains all the information about EGI grid infrastructure (sites and people). To be ROD member you have to be recorded in this database.
 - https://goc.egi.eu/portal/index.php?Page_Type=Register
- **Request the *Regional Staff* role in the GOC DB**
 - Thanks to this role you will be recognized automatically in operations tools as ROD member. It gives you a several privileges in the database as well as in other tools.
- **Contact your NGI manager**
 - you need to contact your NGI manager to be approved in GOC DB as Regional Staff and to be added to ROD mailing list in your NGI (this mailing list is a contact point to the whole ROD team within the NGI).

Tools - Registration in GOC DB



Stromowa startowa progra... x EUGridPMA CA Locator ... x GOCDB x

https://goc.egi.eu/portal/index.php?Page_Type=Register

GOCDDB
5.2

Browse

- o My Sites
- o Projects
- o NGIs
- o Sites
- o Service Groups
- o Services

Add

- o Add Site
- o Add Service Group
- o Add Service
- o Add Downtime

Downtimes

- o Active & Imminent

About GOCDB5

- o Doc, Help & Support

Search

Submit

User Status

Register DN: /C=PL/O=GRID/O=Cyfronet/CN=Tadeusz Szymocha - EGI

Title: Mr

Forename * (unaccentuated letters, spaces, dashes and quotes): Tadeusz

Surname * (unaccentuated letters, spaces, dashes and quotes): Szymocha

E-Mail * (valid e-mail format): Tadeusz.Szymocha@cyfronet.pl

Telephone Number (numbers, optional +, dots spaces or dashes):

Submit

Fill in and click Submit

Tools - Reuesting a role in GOC DB

Role Requests - Mozilla Firefox

Strona startowa progra... x EUGridPMA CA Locator ... x Role Requests x

https://goc.egi.eu/portal/index.php?Page_Type=Role_Requests

GOCDB
5.2

Browse

- My Sites
- Projects
- NGIs
- Sites
- Service Groups
- Services

Add

- Add S...
- Add S...
- Add S...
- Add D...

Downlin

- Active

About G

- Doc, F...
- Suppo

Role Requests and Approvals

How to Manage Roles in GOCDB

Apply for a New Role

On which entity do you want you want to request a role?

NGI_PL

Newly requested roles will be queued for approval

2 Choose your NGI

3 Click on Send Request

User Status

Registered as:
Tadeusz Szymocha

[View Details](#)

Manage Roles

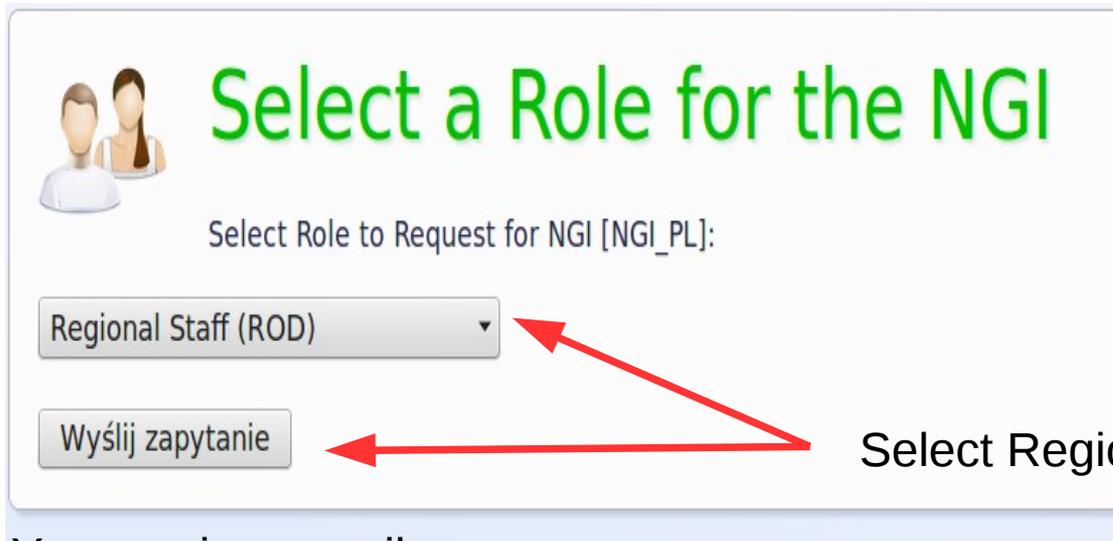
1

approval

can approve

Request Type	Target Entity	Approval

Tools - Requesting a role in GOC DB



Select Regional Staff and Send a Request

You receive e-mail

Dear GOCDB User,

The Regional Staff (ROD) role that you request over NGI_PL has been approved. You can now manage this NGI in GocDB.

- **In case of problem contact your NGI manager who approves it in GOCDB and should add you to regional ROD mailing list**



Tadeusz Szymocha



Delete



Edit

User Details



E-Mail	Tadeusz.Szymocha@cyfronet.pl
Telephone	
Certificate DN	/C=PL/O=GRID/O=Cyfronet/CN=Tadeusz Szymocha - EGI

Roles



Role Type	Held Over	Revoke Role
 Regional Staff (ROD)	NGI_PL [NGI]	Revoke

- **Register into GGUS tool as support staff**
 - GGUS is a ticketing system which is used for operational purpose within EGI. With support staff role you will be able to reply on and update recorded tickets.
 - <https://ggus.eu/index.php?mode=register>

Tools - Registration in GGUS

GGUS /register - Mozilla Firefox

GGUS /register x Certificate Test x

https://ggus.eu/index.php?mode=register

GGUS - the Helpdesk

WLCG EGI KIT HELMHOLTZ ASSOCIATION

Registration

* Requested Login: szymocha

* First Name: Tadeusz

* Last Name: Szymocha

* DN-String of certificate:
Check your cert [here](#): /C=PL/O=GRID/O=Cyfronet/CN=Tadeusz Szymc

* E-Mail: Tadeusz.Szymocha@cyfronet.pl

* Password: ●●●●●●●●

* Reenter your password: ●●●●●●●●

Phone:

Native language:

Home Institute: ACK Cyfronet AGH

Virtual Organisation:

Do you want to have support access? yes no

* Why? Become ROD team member.

* Which is your support unit? NGI_PL

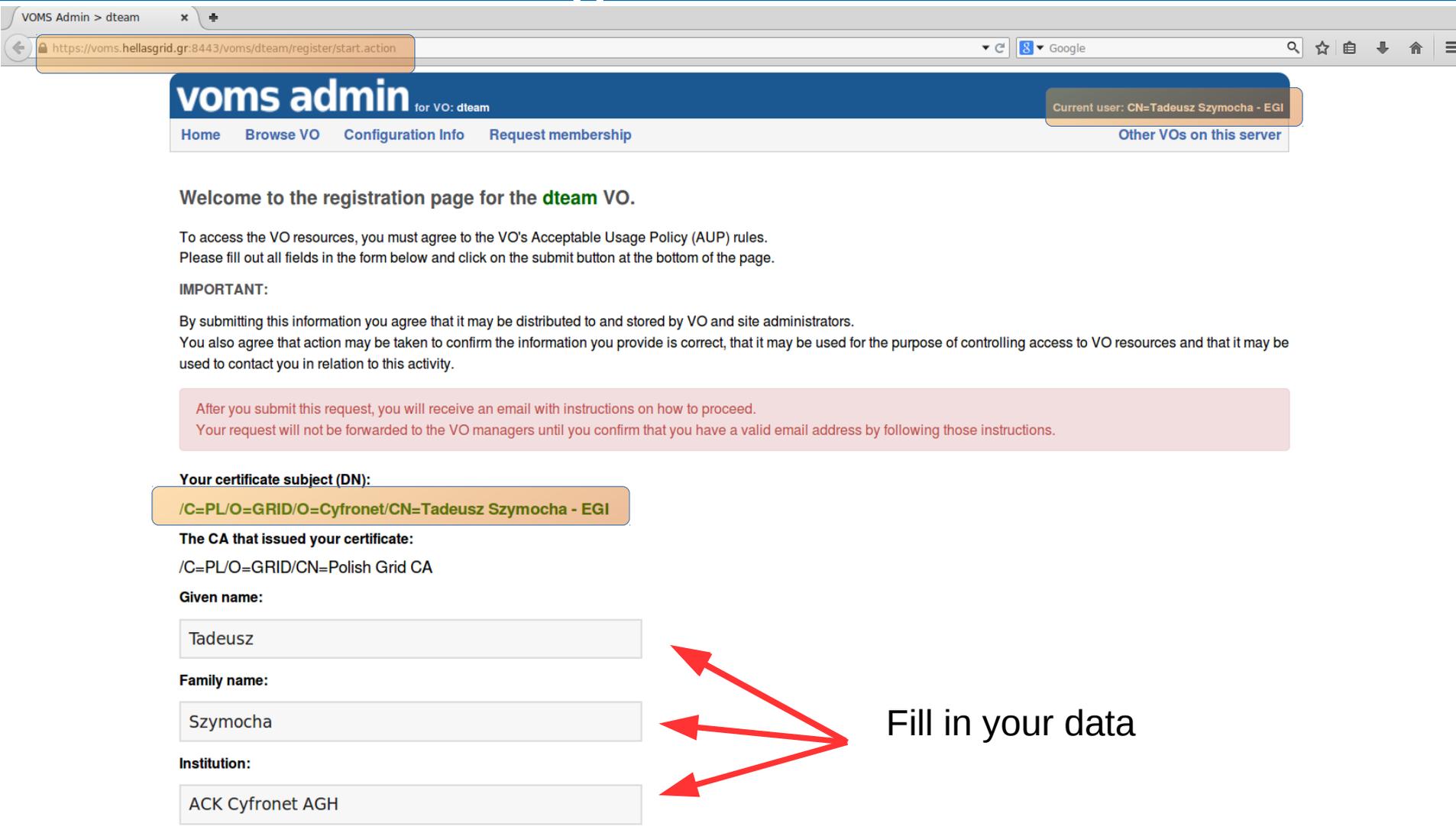
* Security code: alhPvk

Submit

Fill in your:
Login, First, Last Name
E-mail, Password ,
Home Institute,
Support Role=yes,
Reason, eg. Become ROD
Team member
Support Unit
(your Operations Center)
Captcha code
and Submit

You should get e-mail with approval of your request

- Register to Dteam VO
 - Dteam membership will give you possibility to test sites, debug problems
 - Access Nagios web interface
- <https://voms.hellasgrid.gr:8443/voms/dteam>



VOMS Admin > dteam

https://voms.hellasgrid.gr:8443/voms/dteam/register/start.action

voms admin for VO: dteam

Current user: CN=Tadeusz Szymocha - EGI

Home Browse VO Configuration Info Request membership Other VOs on this server

Welcome to the registration page for the **dteam** VO.

To access the VO resources, you must agree to the VO's Acceptable Usage Policy (AUP) rules. Please fill out all fields in the form below and click on the submit button at the bottom of the page.

IMPORTANT:

By submitting this information you agree that it may be distributed to and stored by VO and site administrators. You also agree that action may be taken to confirm the information you provide is correct, that it may be used for the purpose of controlling access to VO resources and that it may be used to contact you in relation to this activity.

After you submit this request, you will receive an email with instructions on how to proceed.
Your request will not be forwarded to the VO managers until you confirm that you have a valid email address by following those instructions.

Your certificate subject (DN):
/C=PL/O=GRID/O=Cyfronet/CN=Tadeusz Szymocha - EGI

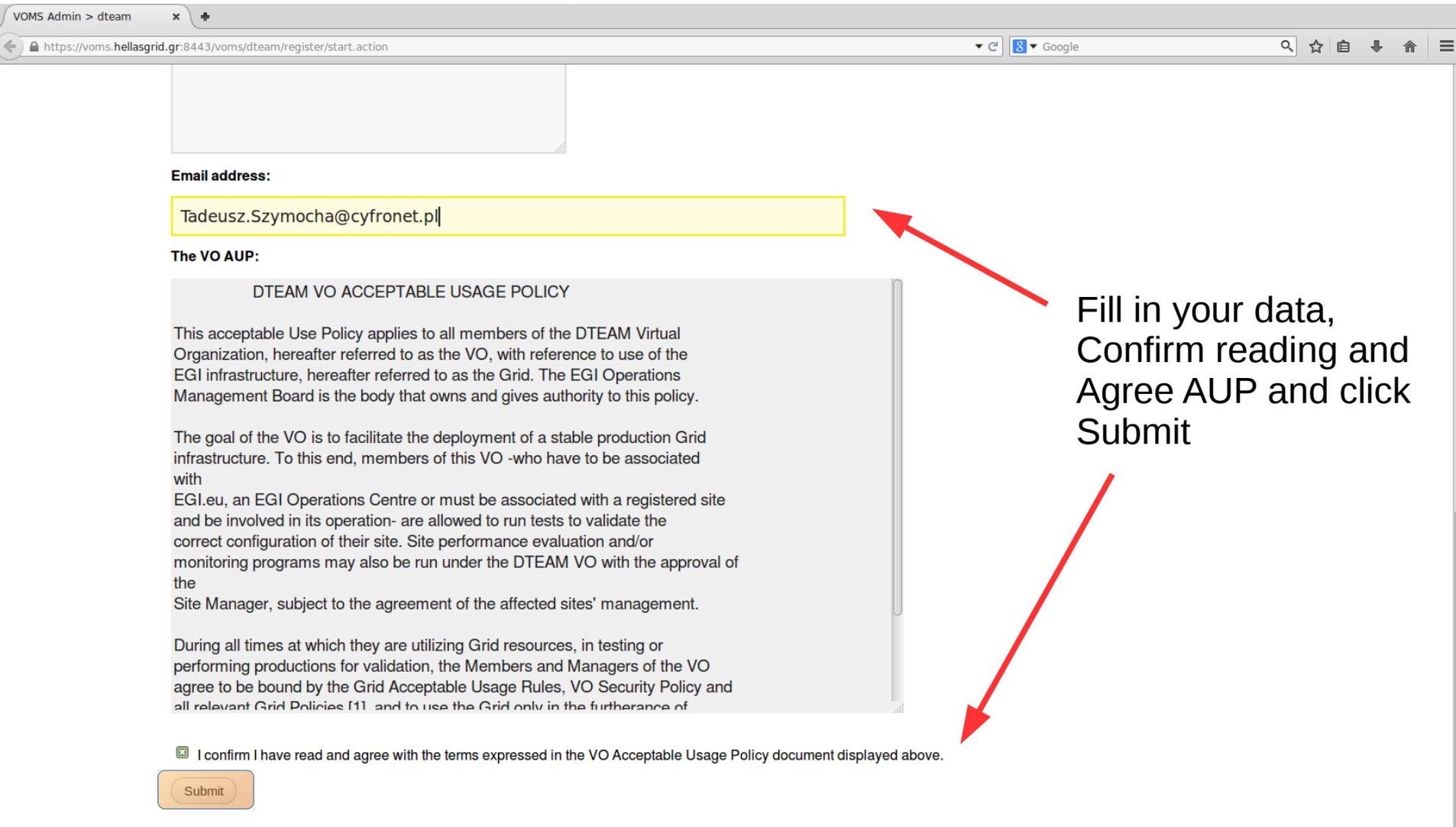
The CA that issued your certificate:
/C=PL/O=GRID/CN=Polish Grid CA

Given name:
Tadeusz

Family name:
Szymocha

Institution:
ACK Cyfronet AGH

Fill in your data



VOMS Admin > dteam

https://voms.hellasgrid.gr:8443/voms/dteam/register/start.action

Google

Email address:

Tadeusz.Szymocha@cyfronet.pl

The VO AUP:

DTEAM VO ACCEPTABLE USAGE POLICY

This acceptable Use Policy applies to all members of the DTEAM Virtual Organization, hereafter referred to as the VO, with reference to use of the EGI infrastructure, hereafter referred to as the Grid. The EGI Operations Management Board is the body that owns and gives authority to this policy.

The goal of the VO is to facilitate the deployment of a stable production Grid infrastructure. To this end, members of this VO -who have to be associated with EGI.eu, an EGI Operations Centre or must be associated with a registered site and be involved in its operation- are allowed to run tests to validate the correct configuration of their site. Site performance evaluation and/or monitoring programs may also be run under the DTEAM VO with the approval of the Site Manager, subject to the agreement of the affected sites' management.

During all times at which they are utilizing Grid resources, in testing or performing productions for validation, the Members and Managers of the VO agree to be bound by the Grid Acceptable Usage Rules, VO Security Policy and all relevant Grid Policies [1], and to use the Grid only in the furtherance of

I confirm I have read and agree with the terms expressed in the VO Acceptable Usage Policy document displayed above.

Submit

Fill in your data,
Confirm reading and
Agree AUP and click
Submit

- **Operations Portal**

- Dashboard tool on the Operations Portal is a **main** tool which is used by ROD teams. All actions concerning incidents (issues and tickets) should be performed using this tool.
- <https://operations-portal.egi.eu/rodDashboard>



You will be redirected to the region scope that you are registered in GOCDB

https://operations-portal.egi.eu/rodDashboard/ngi/OPERATIONS_CENTER_NAME/tab/sites/filter/operators/page/sites

e.g. NGI_PL

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Home NGI NGI PL Overview

Operators- critical results
Monitoring – all results

Overview Sites Issues GGUS Tickets ROD Notepads Handover Downtimes Metrics Operations Tests COD Items ? operators

my NGIs > NGI_PL > overview

Issues

--any--

Probe name	Nagios status	Execution date	Alarm age	Site	Host name	Service status	Service flavour	Downtimes	Flags
pl.plgrid.portal-ServiceStatus	critical	2014-09-29 08:32:31	22	NGI_PL_SERVICES	portal.plgrid.pl	prod & monit	CUSTOM...		

ROD Notepads

No item found ! No matching items depending on your query and/or your roles to display.

https://operations-portal.egi.eu/rodDashboard/ngi/NGI_PL/tab/overview/filter/operators/page/overview

ROD Tickets

🔍
🗑️
1

Id	Freshness	Status	Site	Last Update	Expiration Date	Age (d)	Step	Subject	Last Modifier	Alarms Group	Tests
108783	on-going	in progress	WCSS64	2014-09-26 05:49:41	2014-9-30	4	Site escalation (1st)	[Rod Dashboard] Issues detected at WCSS64	plgklajn-PL		egi.eu.lowAvailab...

MW Tickets

No item found ! No matching items depending on your query and/or your roles to display.

COD Tickets

No item found ! No matching items depending on your query and/or your roles to display.

Downtimes

No downtime found ! No matching items on your NGI / Site(s).

NGI NGI PL Overview

Operators- critical results
Monitoring – all results

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 - ROD Notepads
 - Handover
 - Downtimes
 - Metrics
 - Operations Tests
 - COD Items
- operators

my NGIs > NGI_PL > overview

Issues

--any--

Probe name	Nagios status	Execution date	Alarm age	Site	Host name	Service status	Service flavour	Downtimes	Flags
pl.plgrid.portal-ServiceStatus	critical	2014-09-29 08:32:31	22	NGI_PL_SERVICES	portal.plgrid.pl	prod & monit	CUSTOM...		

ROD Notepads

No item found ! No matching items depending on your query and/or your roles to display.

https://operations-portal.egi.eu/rodDashboard/ngi/NGI_PL/tab/overview/filter/operators/page/overview

Issues and tickets related to sites

NGI NGI_PL

Overview Sites Issues GGUS Tickets ▾ ROD Notepads Handover Downtimes Metrics Operations Tests COD Items

? operators ▾

my NGIs > NGI_PL > overview

⚡ Issues

▾ --any--   1

Probe name	Nagios status	Execution date	Alarm age	Site	Host name	Service status	Service flavour	Downtimes	Flags
pl.plgrid.portal-ServiceStatus	critical	2014-09-29 08:32:31	22	NGI_PL_SERVICES	portal.plgrid.pl	prod & monit	CUSTOM...		

📄 ROD Notepads

No item found ! No matching items depending on your query and/or your roles to display.

https://operations-portal.egi.eu/rodDashboard/ngi/NGI_PL/tab/overview/filter/operators/page/overview

Issues reported by monitoring system

NGI NGI_PL

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Issues

--any--

Probe name	Nagios status	Execution date	Alarm age	Site	Host name	Service status	Service flavour	Downtimes	Flags
pl.plgrid.portal-ServiceStatus	critical	2014-09-29 08:32:31	22	NGI_PL_SERVICES	portal.plgrid.pl	prod & monit	CUSTOM...		

ROD Notepads

No item found ! No matching items depending on your query and/or your roles to display.

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NGI NGI_PL

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my NGIs > NGI_PL > overview

GGUS tickets:

- operational ROD tickets
- tickets related to software retirement
- tickets from COD

Issues

--any--

Probe name	Nagios status	Execution date	Alarm age	Site	Host name	Service status	Service flavour	Downtimes	Flags
pl.plgrid.portal-ServiceStatus	critical	2014-09-29 08:32:31	22	NGI_PL_SERVICES	portal.plgrid.pl	prod & monit	CUSTOM...		

ROD Notepads

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https://operations-portal.egi.eu/rodDashboard/ngi/NGI_PL/tab/overview/filter/operators/page/overview

NGI NGI_PL

Nodepads from ROD to sites

Overview Sites Issues GGUS Tickets **ROD Notepads** Handover Downtimes Metrics Operations Tests COD Items ? operators

my NGIs > NGI_PL > overview

Issues

--any--

Probe name	Nagios status	Execution date	Alarm age	Site	Host name	Service status	Service flavour	Downtimes	Flags
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my NGIs > NGI_PL > overview

Handover within the ROD team

Issues

--any--

Probe name	Nagios status	Execution date	Alarm age	Site	Host name	Service status	Service flavour	Downtimes	Flags
pl.plgrid.portal-ServiceStatus	critical	2014-09-29 08:32:31	22	NGI_PL_SERVICES	portal.plgrid.pl	prod & monit	CUSTOM...		

ROD Notepads

No item found ! No matching items depending on your query and/or your roles to display.

https://operations-portal.egi.eu/rodDashboard/ngi/NGI_PL/tab/overview/filter/operators/page/overview

NGI NGI_PL

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Downtimes in the region

Issues

--any--

Probe name	Nagios status	Execution date	Alarm age	Site	Host name	Service status	Service flavour	Downtimes	Flags
pl.plgrid.portal-ServiceStatus	critical	2014-09-29 08:32:31	22	NGI_PL_SERVICES	portal.plgrid.pl	prod & monit	CUSTOM...		

ROD Notepads

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my NGIs > NGI_PL > overview



ROD team metrics historic values

Issues

--any--

Probe name	Nagios status	Execution date	Alarm age	Site	Host name	Service status	Service flavour	Downtimes	Flags
pl.plgrid.portal-ServiceStatus	critical	2014-09-29 08:32:31	22	NGI_PL_SERVICES	portal.plgrid.pl	prod & monit	CUSTOM...		

ROD Notepads

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https://operations-portal.egi.eu/rodDashboard/ngi/NGI_PL/tab/overview/filter/operators/page/overview

NGI NGI_PL

Overview Sites Issues GGUS Tickets ▾ ROD Notepads Handover Downtimes **Metrics** Operations Tests COD Items

ROD team metrics historic values

my NGIs > NGI_PL > metrics 2014-10

Shown is current month or selected period

Please select one year OR one month OR one day and submit to generate again metrics:

Year: Month: Day:

CSV JSON XML

Possibility to export data

site	ngi	downtimes	nagiosCritical	nagiosWarning	nagiosUnknown	notepads	onGoingTickets	expiringTickets	expiredTickets	codItems	ticketscreated	ticketsclosed	MW_onGoingTickets	MW_expiringTickets	MW_expiredTickets
CAMK	NGI_PL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CYFRONET-CLOUD	NGI_PL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CYFRONET-LCG2	NGI_PL	0	0	0	0	0	0	0	0	0	0	0	0	0	0

List of sites and metric values

NGI NGI_PL

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operators

my NGIs > NGI_PL > overview

List of EGI operational tests – raising issues (alarms)

Issues

--any--

Probe name	Nagios status	Execution date	Alarm age	Site	Host name	Service status	Service flavour	Downtimes	Flags
pl.plgrid.portal-ServiceStatus	critical	2014-09-29 08:32:31	22	NGI_PL_SERVICES	portal.plgrid.pl	prod & monit	CUSTOM...		

ROD Notepads

No item found ! No matching items depending on your query and/or your roles to display.

https://operations-portal.egi.eu/rodDashboard/ngi/NGI_PL/tab/overview/filter/operators/page/overview

List of EGI operational tests – raising issues (alarms)

NGI NGI_PL

Overview Sites Issues GGUS Tickets ▾ ROD Notepads Handover Downtimes Metrics **Operations Tests** COD Items

my NGIs > NGI_PL > operations_tests

Scope ▾ EGI  134

+ Add a new test

Delete	Test name	Scope	vo	Last Update	middleware
	pl.plgrid.QCG-Notification	EGI	OPS	2014-04-03 10:26:45	NO
	pl.plgrid.QCG-Computing	EGI	OPS	2014-04-03 10:26:45	NO
	pl.plgrid.QCG-Broker	EGI	OPS	2014-04-03 10:26:45	NO
	org.sam.WN-SoftVer	EGI	OPS	2014-04-03 10:26:45	NO

NGI NGI_PL

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? operators

my NGIs > NGI_PL > overview

List of items visible in COD dashboard.

Issues

--any--

Probe name	Nagios status	Execution date	Alarm age	Site	Host name	Service status	Service flavour	Downtimes	Flags
pl.plgrid.portal-ServiceStatus	critical	2014-09-29 08:32:31	22	NGI_PL_SERVICES	portal.plgrid.pl	prod & monit	CUSTOM...		

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NGI NGI_PL

Overview Sites Issues GGUS Tickets ▾ ROD Notepads Handover Downtimes Metrics Operations Tests **COD Items**

my NGIs > NGI_PL > cod_items 3

Age of item since appeared in COD dashboard

Y --any--  3



Test name	Test status	Detection age	Flags	Site
ALARM-a6d8333a-3f2a-11e4-b55f-002219615937	ROD Alarm > 72h	69		PSNC
ALARM-4e92dc00-43c3-11e4-b55f-002219615937	ROD Alarm > 72h	40		PSNC
ALARM-992a7592-4478-11e4-b55f-002219615937	ROD Alarm > 72h	16		IFJ-PAN-BG

List of items visible in COD dashboard.

- ROD Alarms > 72h
- ROD Ticket (GGUS and MW) expired (not handled)
- ROD Tickets > 1 month (long lasting)
- Downtimes > 1 month

NGI NGI_PL

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?
operators

my NGIs > NGI_PL > sites 3

Site	NgI	Downtimes	Nagios critical	ROD Notepads	Ticket on-going	Ticket expiring	Ticket expired	Middleware Ticket on-going	Middleware Ticket expiring	Middleware Ticket expired	Av	Re
PSNC	NGI_PL			1	1						91.88	91.88
TASK	NGI_PL			1	1						85.39	87.61
WCSS64	NGI_PL		1								83.6	83.6

Availability calculated for last 30 days
 Issue created when $A < 80\%$ or $R < 85\%$

Graph Type Quality Plot Bar Plot

View

VO

Profile

Regions or Tier

Sites

Production Pre-production

Fixed period

Today Last month Last 6 months Last year

Custom period

From To

Resolution Hourly Daily Weekly Monthly

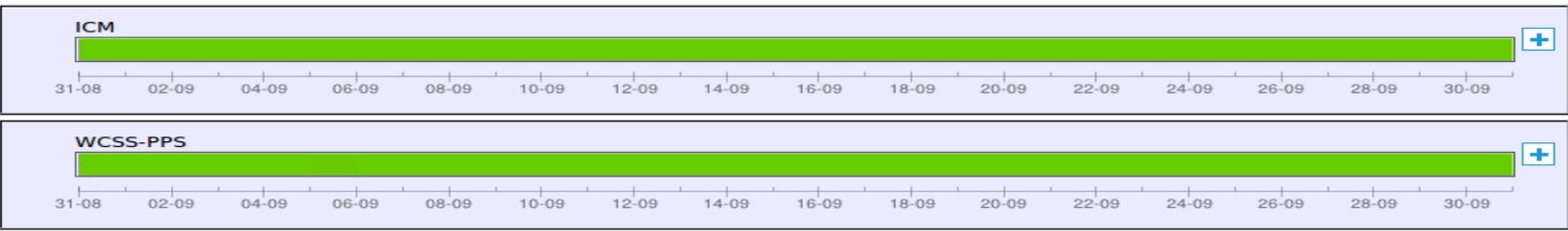
- Availability taken from [1 http://mon.egi.eu/myegi/sa](http://mon.egi.eu/myegi/sa)
- For NGI_PL and last 30 days ROC_CRITICAL profile

3 You may also select different time period

2

4

hide filters



- **Issue (aka alarm)**
 - Dashboard representation of an incident – an unplanned interruption to an IT Service
- Typical tasks
 - Grouping
 - Creating the ticket from issue
 - Closing the issue

https://operations-portal.egi.eu/rodDashboard/ngi/OPERATIONS_CENTER_NAME/tab/sites/filter/operators/page/sites

- **Statuses of issues:**
 - New (unhandled)
 - Assigned (handled, ticket created)
- **Division** by procedural status (depending on time that passed from issue creation)
 - Younger than 24h – green colour
 - Between 24 and 72 h
 - blue colour <48h
 - orange colour >48h
 - Older than 72h – red color
- **Features:**
 - Issues for which Nagios test result turned into OK state are closed automatically.
 - Actions menu (context)

NGI NGI_PL

Overview Sites **Issues** GGUS Tickets ▾ ROD Notepads Handover Downtimes Metrics Operations Tests COD Items



operators ▾

my NGIs > NGI_PL issues 1

--any--   1

Probe name	Nagios status	Execution date	Alarm age	Site	Host name	Service status	Service flavour	Downtimes	Flags
pl.plgrid.portal-ServiceStatus	critical	2014-09-29 08:32:31	22	NGI_PL_SERVICES	portal.plgrid.pl	prod & monit	CUSTOM....		

No tick box – this is a list of issues in NGI_PL

Site WCSS64

Overview **Issues** GGUS Tickets ▾ ROD Notepads Downtimes Metrics

? operators ▾

my NGIs > NGI_PL > **WCSS64** > issues 1

▾ Nagios status ▾ critical   1

? Action ▾

<input type="checkbox"/>	Probe name	Nagios status	Execution date	Alarm age	Site	Host name	Service status	Service flavour	Downtimes	Flags
<input type="checkbox"/>	egi.eu.lowAvailability-WCSS64	critical	2014-09-22 10:09:43	50	WCSS64	WCSS64_Availability	N.A.	WCSS64_...		

tick box – this is a list of issues in given site

- Grouping
 - When more than 1 issue **have the same root cause** or if error of 1 alarm makes it impossible to check current status of other alarm

Site WCSS64

Overview **Issues** GGUS Tickets ▼ ROD Notepads Downtimes Metrics

? operators ▼

my NGIs > NGI_PL > WCSS64 > issues 1

▼ Nagios status ▼ critical 🔖 🗑️ 1

? Action ▼

<input type="checkbox"/>	Probe name	Nagios status	Execution date	Alarm age	Site	Host name	Service status	Service flavour
<input checked="" type="checkbox"/>	egi.eu.lowAvailability-WCSS64	critical	2014-09-22 10:09:43	50	WCSS64	WCSS64_Availability	N.A.	WCSS64_...

- Close Alarms
- GGUS Ticket
- GGUS MW Ticket
- Notepad



This is a link to regional Nagios instance that raised issue

Current Network Status

Last Updated: Wed Oct 1 11:58:50 CEST 2014
 Updated every 601 seconds
 Nagios® Core™ 3.3.1 - www.nagios.org
 Logged in as /C=PL/O=GRID/O=Cyfronet/CN=Tadeusz Szymocha

[View History For This Host](#)
[View Notifications For This Host](#)
[View Service Status Detail For All Hosts](#)

Host Status Totals

Up Down Unreachable Pending

1 0 0 0

All Problems All Types

0 1

Service Status Totals

Ok Warning Unknown Critical Pending

7 0 0 1 0

All Problems All Types

1 8

Service Status Details For Host 'ui.inula.man.poznan.pl'

Host	Service	Status	Last Check	Duration	Attempt	Status Information
ui.inula.man.poznan.pl	org.nagios.GridFTP-Check	OK	10-01-2014 11:56:23	69d 1h 26m 8s	1/4	FTP OK - 0.036 second response time on port 2811 [220 inula.man.poznan.pl GridFTP Server 6.38 (gcc64, 1382984154-83) [Globus Toolkit 5.2.5] ready.]
	pl.plgrid.ui-JobSubmit	OK	10-01-2014 11:21:38	69d 1h 18m 36s	1/2	OK: GSISSSH connection to ui.inula.man.poznan.pl works
	pl.plgrid.ui-MyProxy	OK	10-01-2014 11:22:09	13d 2h 3m 20s	1/2	OK: Myproxy Server = myproxy.grid.cyfronet.pl
	pl.plgrid.ui-VomsProxy	OK	10-01-2014 11:23:24	15d 11h 20m 45s	1/2	OK: Voms proxy version is voms-clients3-3.0.4-1.sl6.noarch
	pl.plgrid.ui-ca	OK	10-01-2014 11:22:35	1d 0h 36m 24s	1/2	OK: Certificates OK
	pl.plgrid.ui-keyfs	OK	10-01-2014 11:22:18	1d 20h 16m 46s	1/2	OK: keyFS is active
	pl.plgrid.ui-qstat	CRITICAL	10-01-2014 11:22:24	0d 22h 36m 40s	2/2	CRITICAL: cannot submit job
	pl.plgrid.ui-wms	OK	10-01-2014 11:22:27	25d 10h 39m 1s	1/2	OK: WMS tests OK

This is a operational test that critical status raised the issue in dashboard

- **When** do we create ticket?
 - If alarm is **older than 24h** and it is **in non ok status**
 - If service is unstable (flip-flaping results) (Nagios results)
- **How** to create a ticket?
 - Mark selected related issues (or one) and Click on Action Button. Select *GGUS ticket* or *GGUS MW ticket*

Site WCSS64

Overview **Issues** GGUS Tickets ▾ ROD Notepads Downtimes Metrics

? operators ▾

my NGIs > NGI_PL > WCSS64 > issues 1

▾ Nagios status ▾ critical   1

? Action ▾

<input type="checkbox"/>	Probe name	Nagios status	Execution date	Alarm age	Site	Host name	Service status	Service flavour	
<input checked="" type="checkbox"/>	egi.eu.lowAvailability-WCSS64	critical	2014-09-22 10:09:43	50	WCSS64	WCSS64_Availability	N.A.	WCSS64_...	<ul style="list-style-type: none"> Close Alarms GGUS Ticket GGUS MW Ticket Notepad

1

2

Select multiple issues having the same cause

ROD Tickets #108783

Details

Alarms Group



To add or remove issues related to ticket – click here

[my NGIs](#) > [NGI_PL](#) > [WCSS64](#) > [ROD Tickets](#) > [#108783](#) > [details](#)

Original Submission



Action ▾

SU	NGI_PL
NGI	NGI_PL
Site	WCSS64

Subject :

[Rod Dashboard] Issues detected at WCSS64

Dear site administrator,

We have detected 1 problem(s) at WCSS64.

Please find below a list of attached problems :

my NGIs > NGI_PL > CYFRONET-LCG2 > ROD Tickets > #51802 > alarms_group

Remove alarm(s) associated to the ticket

--any--

Action

<input type="checkbox"/>	Probe name	Nagios status	Execution date	Alarm age	Site	Host name	Service status	Service flavour	Downtimes	Flags
<input type="checkbox"/>	emi.unicore.GlobalStorage	critical	2014-04-30 14:59:11	2613	CYFRONET-LCG2	uni-ce.grid.cyf-kr.edu.pl	prod & monit	unicore...		assigned
<input type="checkbox"/>	eu.egi.sec.Argus-EMI-1	critical	2014-04-30 13:49:20	2610	CYFRONET-LCG2	arbus.grid.cyfronet.pl	N.A.	emi.ARGUS		middleware assigned
<input type="checkbox"/>	emi.cream.CREAMCE-JobSubmit-vo.plgrid.pl/Role=monitoring	critical	2014-04-21 21:50:34	2774	CYFRONET-LCG2	cream02.grid.cyf-kr.edu.pl	prod & monit	CREAM-CE		assigned

Add alarm(s) associated to the site

--any--

Action

<input type="checkbox"/>	Probe name	Nagios status	Execution date	Alarm age	Site	Host name	Service status	Service flavour	Downtimes	Flags
<input type="checkbox"/>	emi.cream.CREAMCE-JobSubmit-vo.plgrid.pl/Role=monitoring	critical	2014-04-21 19:30:34	2776	CYFRONET-LCG2	cream.grid.cyf-kr.edu.pl	prod & monit	CREAM-CE		
<input checked="" type="checkbox"/>	eu.egi.sec.VOMS-SHA-2	critical	2014-03-31 01:20:44	3153	CYFRONET-LCG2	voms.cyf-kr.edu.pl	prod & monit	VOMS		

Add alarm(s) to the ROD Ticket

2

1

Select multiple issues having the same cause

Issues – removing alarm associated to the ticket

ROD Tickets #108754

Details Alarms Group

my NGIs > NGI_PL > PSNC > ROD Tickets > #108754 > alerts_group

Remove alarm(s) associated to the ticket

--any--



Action

<input type="checkbox"/>	Probe name	Nagios status	Execution date	Alarm age	Site	Host name	Service status	Service flavour	Downtimes	Flags
<input checked="" type="checkbox"/>	pl.plgrid.vine-ServiceTest	critical	2014-09-18 16:59:07	91	PSNC	vine.man.poznan.pl	prod & monit	org.vin...		assigned

Remove alarm(s) from the ROD Ticket



Add alarm(s) associated to the site

- Closing the issue
 - when service in SD
 - dashboard not properly updated
 - service no more in production

Site WCSS64

Overview **Issues** GGUS Tickets ▾ ROD Notepads Downtimes Metrics

? operators ▾

my NGIs > NGI_PL > WCSS64 > issues 1

▾ Nagios status ▾ critical 1

? Action ▾

<input type="checkbox"/>	Probe name	Nagios status	Execution date	Alarm age	Site	Host name	Service status	Service flavour	
<input checked="" type="checkbox"/>	egi.eu.lowAvailability-WCSS64	critical	2014-09-22 10:09:43	50	WCSS64	WCSS64_Availability	N.A.	WCSS64_...	<div style="border: 1px solid #ccc; padding: 5px;"><p>Close Alarms</p><p>GGUS Ticket</p><p>GGUS MW Ticket</p><p>Notepad</p></div>

1

2

Select issue

 **ROD Dashboard**

my NGIs > NGI_PL > ICM > Close Alarms

Alarm 1 :

Hostname : ce6.grid.icm.edu.pl
Test name : PLGRID-APPS-CLUSTAL
Status : critical

* Choose reason:

Other explanation

SERVICE is not/no more in production

Other explanation

Monitoring Problem

Please provide links and details to help us identify the problem.

You can select reason:

- service not in production
- monitoring problem
- other explanation

Explanations visible in Metrics
Part of dashboard

- **Ticket**
 - A record of incident, its detection, reporting and resolution
 - <https://operations-portal.egi.eu/rodDashboard>
- **Typical tasks:**
 - Creating a ticket
 - Escalating a ticket
 - Updating ticket without escalation
 - Closing / Verifying a ticket

- When to create ticket?
 - If alarm is **older than 24h** and it is **in non ok status**
 - If service is unstable (flip-flaping results) (Nagios)
- Operational division:
 - **On-going – orange**
 - **Expiring – red (take action today)**
 - **Expired – black**

Expired tickets influence ROD Performance Index

Browser address bar: https://operations-portal.egi.eu/rodDashboard/site/PSNC/tab/rod_tickets/filter/operators/page/tickets/vo?colselected=status&tsid=ggu

Navigation: [Home](#) [Help](#) [Other Tools](#) Tadeusz Szymocha - EGI

Site PSNC

[Overview](#) [Issues](#) [GGUS Tickets](#) [ROD Notepads](#) [Downtimes](#) [Metrics](#)

[?](#) [operators](#)

my NGIs > [NGI_PL](#) > [PSNC](#) > rod_tickets

[?](#) Freshness [on-going](#)

[+](#) [-](#) 1

[?](#) [Action](#)

Id	Freshness	Status	Site	Last Update	Expiration Date	Age (d)	Step	Subject	Last Modifier	Alarms Group	Tests
108754	on-going	assigned	PSNC	2014-09-24 11:32:18	2014-9-26	0	Site escalation (1st)	[Rod Dashboard] Issues detected at PSNC	plgtrojan-PL		pl.plgrid.vine-Se...



Original Submission

?
Action

- ^ Site escalation (2nd)
- Update
- ✕ Close

SU	NGI_PL
NGI	NGI_PL
Site	PSNC
Date	Creation : 2014-09-23T14:02:17Z Expiration : 2014-9-26
Author	Pawel Wolniewicz
Step	Site escalation (1st)
Status	assigned
Link	GGUS

Subject :

[Rod Dashboard] Issues detected at PSNC

Dear site administrator,

We have detected 1 problem(s) at PSNC.
Please find below a list of attached problems :

```

-----
*ALARM #0
-----
created_at : 2014-09-18 17:00:17
test_name : pl.plgrid.vine-ServiceTest
host_name : vine.man.poznan.pl
service : org.vinetoolkit.VinePortal
status : Nagios critical
  
```

Reach ticket on dashboard :

https://operations-portal.in2p3.fr/rodDashboard/site/PSNC/tab/rod_ticket/filter/operators/page/tickets/vo?tsid=ggus_helpdesk_ops-workflow_rod

Site escalation – higher steps
 Depending on current step
 Update – recording information from Admins received by different channels
 Closing – Solving the ticket in assigned status

ROD Tickets #108783

Details Alarms Group

my NGIs > NGI_PL > WCSS64 > ROD Tickets > #108783 > details

Original Submission

? Action



SU NGI Site	NGI_PL NGI_PL WCSS64	Subject : <p>[Rod Dashboard] Issues detected at WCSS64</p> <p>Dear site administrator,</p> <p>We have detected 1 problem(s) at WCSS64. Please find below a list of attached problems :</p> <p>According to https://operations-portal.egi.eu/availability/siteAvailabilities/site/PSNC your site has been below the 85% Availability threshold for the last 30 days.</p> <p>Could you please provide an explanation and improve the Availability metrics for your site?</p> <p>According to EGI PROC04 this ticket's goal is to warn the administrator of the poor performance, and you can solve it if you're aware of the problem, and when your site recovers.</p> <p>----- *ALARM #0 ----- created_at : 2014-09-22 08:59:19 test_name : egi.eu.lowAvailability-/WCSS64 host_name : WCSS64_Availability service : WCSS64_Availability status : Nagios critical nagios_info : https://operations-portal.egi.eu/availability/siteAvailabilities/site/WCSS64</p>
Date	Creation : 2014-09-25T07:33:11Z Expiration : 2014-10-20	
Author	Pawel Wolniewicz	
Step	<input type="button" value="Site escalation (1st)"/>	
Status	<input checked="" type="button" value="solved"/>	



Browser address bar: https://operations-portal.egi.eu/rodDashboard/ticket/108754/site/PSNC/tab/details/tsid/ggus_helpdesk_ops-workflow_rod?page=detail

Browser search: Google

Page Header: ROD Dashboard | Home | Help | Other Tools | Tadeusz Szymocha - EGI

Original Submission ? Action

SU	NGI_PL	Subject : [Rod Dashboard] Issues detected at PSNC
NGI	NGI_PL	
Site	PSNC	
Date	Creation : 2014-09-23T14:02:17Z Expiration : 2014-9-26	<p>Dear site administrator,</p> <p>We have detected 1 problem(s) at PSNC. Please find below a list of attached problems :</p> <p>----- *ALARM #0 -----</p> <p>created_at : 2014-09-18 17:00:17 test_name : pl.plgrid.vine-ServiceTest host_name : vine.man.poznan.pl service : org.vin Toolkit.VinePortal status : Nagios critical nagios_info : https://ngi-mon.grid.cyf-kr.edu.pl/nagios/cgi-bin/extinfo.cgi?host=vine.man.poznan.pl&type=2&service=pl.plgrid.vine-ServiceTest</p> <p>Reach ticket on dashboard : https://operations-portal.in2p3.fr/rodDashboard/site/PSNC/tab/rod_ticket/filter/operators/page/tickets/vo?tsid=ggus_helpdesk_ops-workflow_rod</p>
Author	Pawel Wolniewicz	
Step	Site escalation (1st)	
Status	assigned	
Link	GGUS 	

Browser address bar: https://ggus.eu/index.php?mode=ticket_info&ticket_id=108754



GGUS - the Helpdesk







Ticket-ID: 108754

Information Ticket-ID: 108754

<p>Concerned VO: ops</p> <p>User notification: on Solution</p>	<p>Date of problem: 2014-09-23 14:02:16</p> <p>Type of problem: COD Operations</p> <p>Priority: less urgent</p> <p>VO specific: No</p> <p>Notified site: PSNC</p>	<p>Origin SG: GGUS</p> <p>Ticket Category: Incident</p> <p>Responsible unit: NGI_PL</p> <p>Ticket Type: OPS</p> <p>Routing Type: SITE/ROC</p> <p>Status: assigned</p> <p>Support unit history: info window</p>
--	--	--

Description: [Rod Dashboard] Issues detected at PSNC

Detailed Description:

Dear site administrator,

We have detected 1 problem(s) at PSNC.
Please find below a list of attached problems :

*ALARM #0

created_at : 2014-09-18 17:00:17

- For internal communication ROD can use mailing list(s), instant messengers, etc. Each ROD team is free to choose how the internal communication is established.
- **One-way to sites** communication can be held in Dashboard Notepads. It is ROD team who updates and notifies sites
- Can be transformed into ticket and keep existing communication

Notepads can be created in connection to issues

Site IFJ-PAN-BG

Overview **Issues** GGUS Tickets ROD Notepads Downtimes Metrics

operators

my NGIs > NGI_PL > IFJ-PAN-BG > issues 1

Nagios status critical 1

Action

Probe name	Nagios status	Execution date	Alarm age	Site	Host name	Service status	Service flavour	
org.nagios.GLUE2-Check	critical	2014-04-29 18:32:05	2625	IFJ-PAN-BG	fwe02.ifj.edu.pl	prod & monit	Site-BDII	<ul style="list-style-type: none">Close AlarmsGGUS TicketGGUS MW TicketNotepad



Notepad / New submission

Subject
[ROD Dashboard] Problem detected at IFJ-PAN-BG

* Comment
Dear all,

Issues have been detected at IFJ-PAN-BG.

*ALARM #0

created_at : 2014-04-30 00:39:54
test_name : org.nagios.GLUE2-Check
host_name : fwe02.ifj.edu.pl
service : Site-BDII
status : Nagios critical
url_to_history : https://midmon.egi.eu/nagios/cgi-bin/status.cgi?host=fwe02.ifj.edu.pl

Could you have look ?
Best Regards

Carbon copy
 site ngi rod

Cancel Submit

Mark who should be notified and click submit

Site IFJ-PAN-BG

Overview Issues GGUS Tickets ▾ **ROD Notepads** Downtimes Metrics

? operators ▾

my NGIs > NGI_PL > IFJ-PAN-BG > rod_notepads

▾ --any-- ▾   1

? Action ▾

Id	Freshness	Status	Site	Last Update	Expiration Date	Age (d)	Step	Subject	Last Modifier	Alarms Group	Tests
120	-	open	IFJ-PAN-BG	2014-09-30 09:59:38		0	New submission	[ROD Dashboard] Problem detected at IFJ-PAN-BG			org.nagios.GLUE2-...



Click

ROD Notepads #120

Details Alarms Group

my NGIs > NGI_PL > IFJ-PAN-BG > ROD Notepads > #120 > details

Original Submission

Action

- Update
- ✘ Closed
- ✘ Convert to ROD Ticket
- ✘ Convert to MW Ticket

SU	ROD	Subject : [ROD Dashboard] Problem detected at IFJ-PAN-BG
NGI	NGI_PL	
Site	IFJ-PAN-BG	Entry #0
Date	Creation : 2014-09-30 09:59:38	<p>Dear all,</p> <p>Issues have been detected at IFJ-PAN-BG.</p> <p>----- *ALARM #0 -----</p> <p>created_at : 2014-04-30 00:39:54 test_name : org.nagios.GLUE2-Check host_name : fwe02.ifj.edu.pl service : Site-BDII status : Nagios critical url_to_history : https://midmon.egi.eu/nagios/cgi-bin/status.cgi?host=fwe02.ifj.edu.pl</p> <p>Could you have look ? Best Regards</p>
	Expiration :	
Author		
Step	New submission	
Status	1	
Carbon copy	grid-admin@ifj.edu.pl plgrid-support@cyf-kr.edu.pl	

ROD Notepads #120

Details Alarms Group

my NGIs > NGI_PL > IFJ-PAN-BG > ROD Notepads > #120 > details

Original Submission

?

Action

- Update
- x Closed
- x Convert to ROD Ticket**
- x Convert to MW Ticket



SU NGI Site	ROD NGI_PL IFJ-PAN-BG	Subject : [ROD Dashboard] Problem detected at IFJ-PAN-BG
Date	Creation : 2014-09-30 09:59:38 Expiration :	Entry #0 Dear all, Issues have been detected at IFJ-PAN-BG. ----- *ALARM #0 ----- created_at : 2014-04-30 00:39:54 test_name : org.nagios.GLUE2-Check host_name : fwe02.ifj.edu.pl service : Site-BDII status : Nagios critical url_to_history : https://midmon.egi.eu/nagios/cgi-bin/status.cgi?host=fwe02.ifj.edu.pl
Author		
Step	New submission	
Status	1	
Carbon copy	grid-admin@ifj.edu.pl plgrid-support@cyf-kr.edu.pl	Could you have look ? Best Regards



Notepad – conversion to ticket

to ROD ticket conversion / Site escalation (1st)

* Subject

[Rod Dashboard] Issues detected at IFJ-PAN-BG

Problem description

*** THIS TICKET HAS BEEN GENERATED FROM A NOTEPAD ***

Dear site administrator,

We have detected 1 problem(s) at IFJ-PAN-BG.
Please find below a list of attached problems :

*ALARM #0

created_at : 2014-04-30 00:39:54
test_name : org.nagios.GLUE2-Check
host_name : fwe02.ifj.edu.pl
service : Site-BDII
status : Nagios critical
nagios_info : <https://midmon.egi.eu/nagios/cgi-bin/extinfo.cgi?host=fwe02.ifj.edu.pl&type=2&service=org.nagios.GLUE2-Check>

Reach ticket on dashboard :

http://operations-portal.in2p3.fr/test/frontend_test.php/rodDashboard/site/IFJ-PAN-BG/tab/rod_ticket/filter/operators/page/tickets/vo?tsid=ggus_helpdesk_ops-workflow_rod

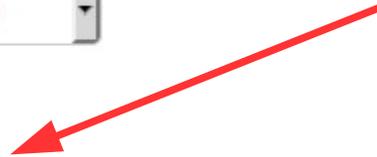
Could you please have a look ?
Thank you

Priority
less urgent

Expiration date
2014 10 03

CarbonCopy
 site ngi rod

Similarly to creation of ticket, you specify who should be informed and click submit



Cancel Submit

- ROD intra-team communication
 - At the end of a shift the current ROD team should prepare the handover for internal ROD matters. Each ROD can decide independently on what the handover should look like and how it should be passed on to the next team. The following list provides mere **suggestions** for what should be included:
 - a list of tickets which will continue into the next week. Each item should contain the name of the site in question, GGUS ticket number, an optional ROD ticket ID if your NGI uses an internal ticket system, and the current status of the ticket;
 - any tickets opened that are not related to a particular alarm;
 - a summary of problems encountered with core grid services;
 - a report of any problems with operational tools that occurred during the shift;
 - anything else the new team should be aware of.

NGI NGI_PL

Overview Sites Issues GGUS Tickets ▾ ROD Notepads **Handover** Downtimes Metrics Operations Tests COD Items

? operators ▾

my NGIs > NGI_PL > handover

▾ --any-- [share] [trash] 24

Create new handover

? Action ▾

Handover	
Group	Tests
-	-
-	-

Id	Freshness	Status	Site	Last Update	Expiration Date	Age (d)	Step	Subject	Last Modifier
10	-	closed		2014-04-22 09:06:22		0	ROD shift end	[ROD Handover] : Pawel Wolniewicz / shift from 2014-04-15	Pawel Wolniewicz
14	-	closed		2014-04-25 12:45:37		0	ROD shift end	[ROD Handover] : Tadeusz Szymocha / shift from 2014-04-22	Tadeusz Szymocha



Handover / ROD shift start

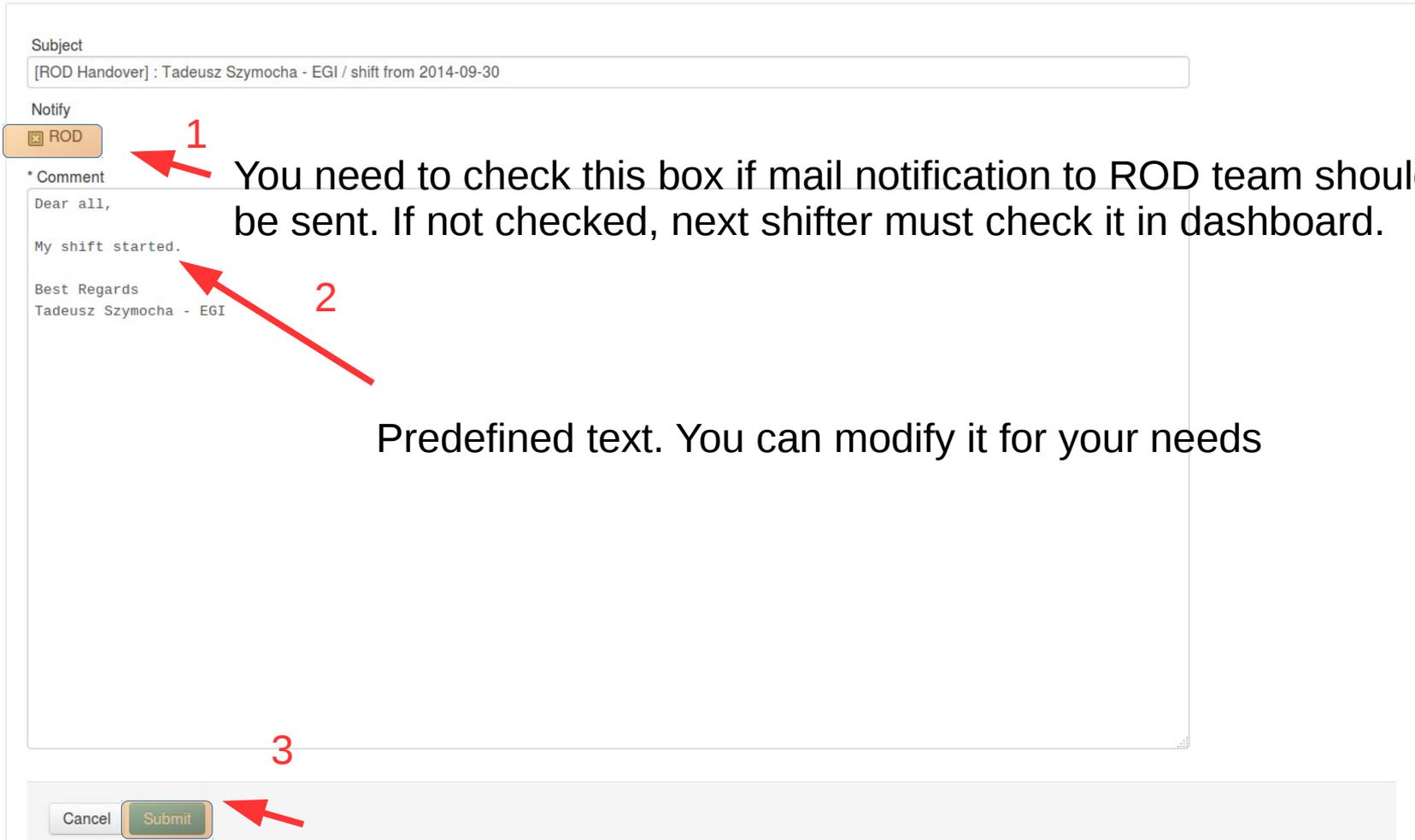
Subject
[ROD Handover] : Tadeusz Szymocha - EGI / shift from 2014-09-30

Notify
 ROD

* Comment
Dear all,
My shift started.
Best Regards
Tadeusz Szymocha - EGI

Predefined text. You can modify it for your needs

Cancel Submit



Handover #83

Details

my NGIs > NGI_PL > Handover > #83 > details

Original Submission



Action ▾

✕ ROD shift end

SU NGI Site	ROD NGI_PL N.A.	Subject : [ROD Handover] : Tadeusz Szymocha - EGI / shift from 2014-09-30
Date	Creation : 2014-09-30 12:36:00 Expiration :	Entry #0 Dear all, My shift started. Best Regards Tadeusz Szymocha - EGI
Author	Tadeusz Szymocha - EGI	
Step	ROD shift start	
Status	1	
Carbon copy	plgrid-support@cyf-kr.edu.pl	



- ROD is an important part of Operations activity
- Operations oversight is close to sites in region
- Supporting tool: Dashboard
 - We get familiar with
 - issues (aka alarms)
 - tickets
 - notepads
 - handovers
- Good luck!

Questions?

- Dashboard is being tuned. You are welcome to send us suggestions and opinions.
 - Create ticket in GGUS: Operational Portal SU
- The Operations Portal Advisory and Testing Board will discuss requirements
- Contact in procedural matters:
 - EGI Operations Support
 - operations-support@mailman.egi.eu
 - Since 1.10.2014 – also at GGUS „EGI Operations Support” SU