COD DECH
giving feedback on their initial shifts

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SCAI
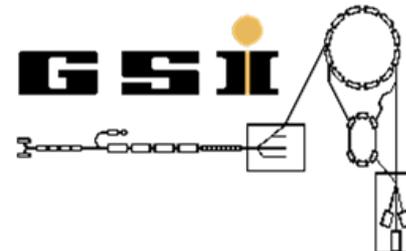
Institut
Algorithmen und Wissen-
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ITWM

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CSCS

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Enabling Grids for E-sciencE

U Dortmund

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FhG ITWM

GSI

U Freiburg

TU Karlsruhe, IEKP

FZK

LRZ München

MPI München

CSCS

⬡ **Dist. ROC** (*EGEE2*)

🔴 **RC**

⚪ **RC to be certified**

13 Sites

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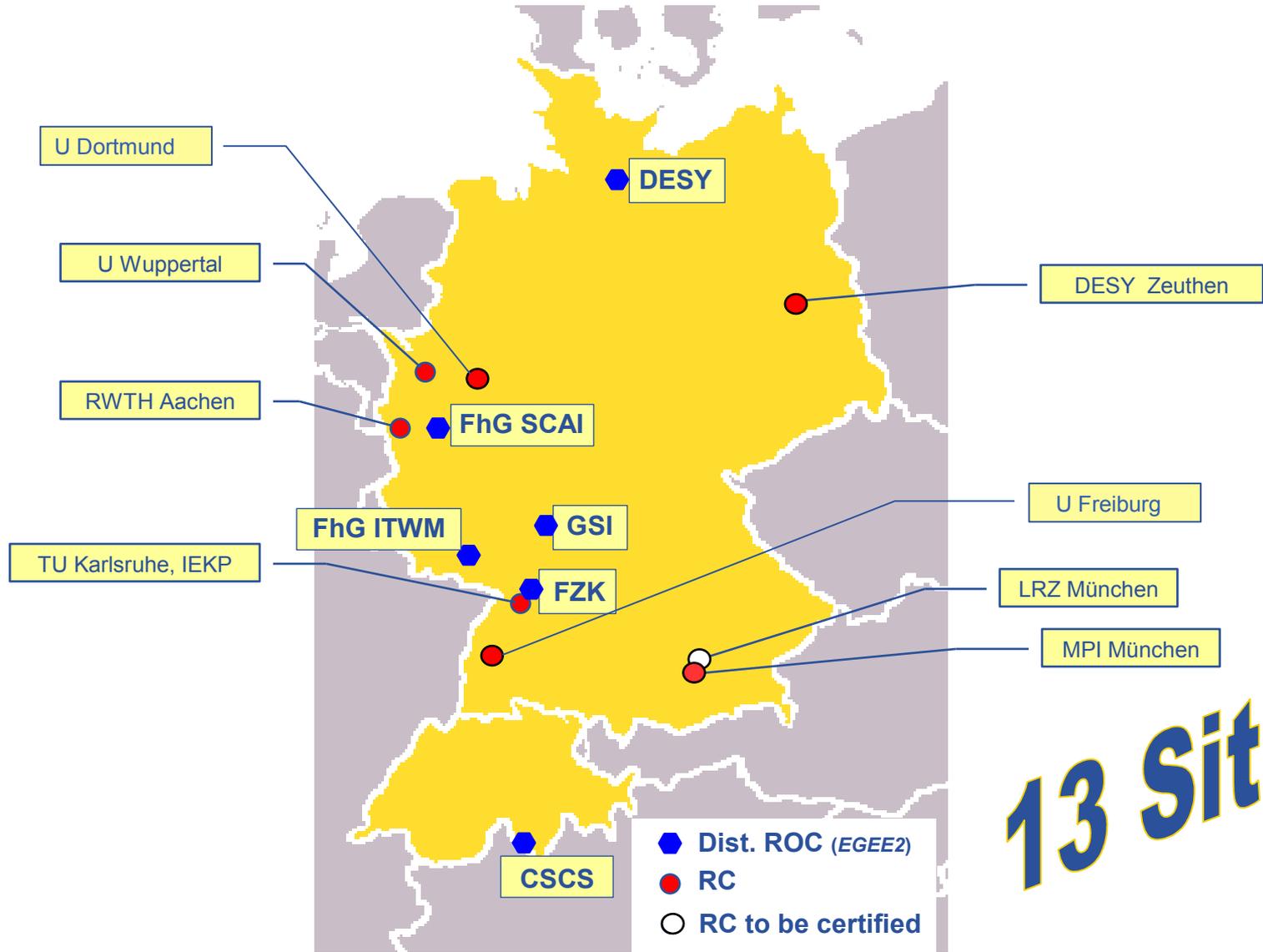
Single-Point-of-contact (restricted to COD people)

egee-dech_gridoperator-on-duty@savannah.fzk.de

COD DECH discussion forum:

egee-dech_gridoperator-on-duty

https://savannah.fzk.de/forum/forum.php?forum_id=248

Team A

- **Clemens Koerdt**   **FZK**
- **Christian Peter**   **FhG-ITWM**
- **Kläre Cassirer**   **FhG-SCAI**

Team B

- **Victor Penso**   **GSI**
- **Christoph Wissing**   **DESY**
- **Peter Kunszt**   **CSCS**

Coordination&duty backup: Sven Hermann   FZK

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Project Week	Calendar Week	Week start date	
5	18 2006	01/05/2006	**COD-DECH Kick-off meeting**
6	19 2006	08/05/2006	**COD-8**
7	20 2006	15/05/2006	
8	21 2006	22/05/2006	
9	22 2006	29/05/2006	
10	23 2006	05/06/2006	
11	24 2006	12/06/2006	
12	25 2006	19/06/2006	**DECH training session at CERN**
13	26 2006	26/06/2006	
14	27 2006	03/07/2006	**DECH Team A 1st unofficial shift with I as backup**
15	28 2006	10/07/2006	**COD-9**
16	29 2006	17/07/2006	**DECH Team A 2nd unofficial shift (3days) with UK/I as backup**
17	30 2006	24/07/2006	**DECH Team B 1st unofficial shift with CE as backup**
18	31 2006	31/07/2006	
19	32 2006	07/08/2006	
20	33 2006	14/08/2006	**DECH Team B 2nd unofficial shift with TW as backup**
21	34 2006	21/08/2006	
22	35 2006	28/08/2006	
23	36 2006	04/09/2006	**DECH Team first official shift as lead team**

- CIC dashboard & monitoring tools
  - **convenient access to the relevant monitoring tools**
  - **good overview of existing tickets and of sites experiencing problems**
  - **tickets/problems listed according to priorities**
  - **convenient and efficient notification tool (problem specific email templates)**

- Operations procedures
  - **Very practical guide to the task**

- The task in general
  - **Well organized task**
  - **Great community**
  - **'Cod spirit' reinforced by regular COD meetings**

- Problem: **sometimes missing information on a ticket/site**

- Example:
  - **Ticket history not complete**
- Recommendations:
  - **Consequently add support@ggus.org when replying from your email client**
  - **Better: allow sending followup emails from the dashboard (without escalating the ticket)**

- Example:
  - **Site has specific (and recurring) problems**
- Recommendations:
  - **add a notepad per site to include comments (already raised by Alessandro)**
  - **use it also in dealing with sites for which special agreements exist (US-sites?)**
  - **use it to gather experience on some site's special way of reacting to tickets**

- Problem: **What were the recent 'orders'?**
  - **Not everything is in the operations manual**
  - **Nobody wants to ask the same questions at the handover again and again**
  - **Decisions are taken at different meetings (COD, ROC, OpsMeet,..)**
  - **Orders are given, adapted and revoked,...**

- Example:
  - **how to handle ops VO tickets?**

- Recommendations:
  - **collect recent instructions and publish them on the dashboard's handover tap**
  - **should be kept up to date by someone who participates in most of the mentioned meetings**

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- Problem: **Handling multiple tickets at a site**

- Examples:
  - **Importance and priority of tickets (don't bother sites)**
  - **Tickets having changed character over time**
  - **Dependencies of tickets**
  - **Sometimes sites refer to GGUS tickets not appearing on the dashboard**

- Recommendations:
  - **Include the tips and tricks section of Marcin's Quick Tutorial**
  - **Synchronize expiration dates to the ticket with the highest priority**
  - **Close tickets with multiple problems and open a clean one**
  - **Watch for tickets of a site that exist only outside the dashboard**
  - **Implement a tool that gives the supporter this overview**

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- Problem: **How does dashboard and GGUS interact?**

- Examples:
  - **What is the relationship of their respective ticket states (GGUS <-> dashboard)**
  - **How it the synchronization working?**
  - **Site OK 'bug'**

- Recommendations:
  - **Interaction of dashboard should be explained in the operations manual**
  - **In particular the ticket states should be clearly defined**
  - **Do not allow external people to control ticket state**

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- Problem: **Sites not always accept a ticket well**

- Examples:
  - **very short term problems and fast shooting of COD agent**
  - **known issues at a site and COD agent unaware of that**
  - **The site has other more serious problems and COD does not know**

- Recommendations:
  - **include some general rules in the operations manual to be considered before opening/escalating a ticket**
  - **Collect notes on how best to deal with a specific site (notepad)**
  - **Be aware of a the details of a ticket (history, emails, ..)**
  - **Gather feedback from site administrators?**

- Problem:
  - **How to detect (efficiently) central problems?**
  - **Is the critical test indeed critical for the site and their users?**

- Examples:
  - **Sometimes sites receive tickets for problems that should be addressed centrally**
  - **There are occasions where a site has more serious problems than the one addressed in a COD ticket**

- Recommendations:
  - **Need for additional monitoring tools (network,..)?**
  - **Mark sites hosting central services like BDII, RB**
  - **Start a discussion on that issue by doing some brainstorming**
  - **Make it continuous by creating a specific wiki page**
  - **Discuss relevance of tests in a similar fashion**

Additional recommendations

- Response from discussion list (cic-on-duty) not always guaranteed (needs a moderator)

- Improve dashboard stability (Lavoisier, …) (already addressed with move to SAM)

- Reduce dashboard synchronization time (it takes a while before changes to tickets show up in the overview page)

- change links to GGUS tickets from user view to supporter view (to see the internal comments)

- Solve conflict of interest between ROC and COD role by relying on the backup team

- role for the backup teams could be substantiated (in the operations manual)

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- **Presented the structure of our distributed ROC**

- **Showed the various stages of DECH joining COD**

- **Found a well organized task with convenient tools**

- **Presented our list of recommendations**

- **Wanted to convince you that COD DECH is now ready to join the various working groups!**