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WLCG Service Coordinator on Duty Rota

Mandate

The WLCG Service Coordinator on Duty (SCOD) chairs the 3pm Operations call with the Tier0 and the Tier1 sites. This meeting takes place on Mondays. The SCOD is responsible for:

1. Sending a mail to the `wlcg-ops-reminder` list on Monday morning before noon announcing the meeting and possibly requesting reports for particular incidents, if any, that happened the previous week. Templates for subject and message body are available here.
2. Including the experiment reports (which should be online at the latest 30' before the meeting) and also any written report sent by mail by any of the participants.
3. For each central grid services area, include any missing `OTG` links to relevant incidents and interventions posted on the `SSB`.
4. Setting up the room connection at CERN (new details to be provided later).
5. Connecting via their laptop to see the remote participants' list and chat communications, if any.
6. Taking the presence list
7. Taking and publishing the minutes (preferably the same day), announcing them on the `wlcg-operations` list
8. Following up on unhandled issues that came up in the meeting, including but not limited to:
 - ◆ Cases when the support received following an incident is not sufficient
 - ◆ ALARM tickets (excluding tests), or top priority tickets which are not progressing as needed
 - ◆ Policies that should be better documented
 - ◆ Requests for Service Incident Reports (SIR)
 - ◆ Feedback to be discussed at the WLCG Operations Coordination meeting
 - ◆ Contacting any parties that were absent from the meeting for issues that concern them.

Reports can be e-mailed to `wlcg-scod` (at `cern.ch`) (from any site).

Service Report at the MB

The SCOD team is responsible for preparing the Service Report at the MB.

A template is attached to this page.

The following information reported at the 3 o'clock meeting, should be considered for inclusion in the MB report:

- incidents affecting operations for at least ~1 day, including service unavailability and software bugs, specifying where it happened, how and what was affected
- service upgrades solving a serious issue affecting operations
- significant upgrades in site infrastructure

The following Information should not be included in the MB report:

- scheduled downtimes (unless exceptionally long, ~2 days or more)
- routine service upgrades
- incidents with limited duration or scope

A further selection based on the importance of the information may be needed if too many items survive the criteria listed above.

The Service Report also has an Operations Coordination highlights section, which usually needs to include at least the items mentioned in the highlights section from the minutes of the latest Operations Coordination meeting, but also the other sections of those minutes should be checked for items that deserve to be mentioned. Extra items reported in the experiment sections usually are added to the Operations pages of the Service Report. Instructions for the *GGUS summary* slide are here.

Please send drafts to the `wlwg-svc-report-reviewers` e-group which has these members:

- `wlwg-ops-coord-chairpeople`
- `wlwg-scod`
- `experiment liaisons in IT-SC-OPS`

Availability/reliability reports for the MB

Since many years, the availability plots are no longer included in the MB report. For the record, the official reports are available from

<https://wlcg-docs.web.cern.ch/?dir=reporting/reliability-availability/>

while the drafts can be found under

<https://monit-wlcg-sitemon.web.cern.ch/monit-wlcg-sitemon/reports/>

Rota calendar

Week Beginning	SCOD	Comments
07 Nov 2022	-	WLCG workshop in Lancaster: virtual meeting
14 Nov 2022	Kate	
21 Nov 2022	Miro	
28 Nov 2022	Miro	
05 Dec 2022	Kate	
12 Dec 2022	Kate	Makes the Dec 20 MB report
19 Dec 2022	Kate	
09 Jan 2023		Makes the Jan 17 MB report
16 Jan 2023		
23 Jan 2023		
30 Jan 2023		

Rota archive

- SCODRotaArchive

This topic: LCG > ScodRota

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