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. New: for each central grid services area, include any missing OTG links to relevant incidents and interventions posted on the SSB.
4. Setting up the Vidyo connection at CERN by:
   1. Calling 71400 by telephone and entering the meeting extension 109287280#1.
   2. Connecting via the web (by clicking on the Join now link) to see the remote participants' list and chat communications, if any.
5. Taking the presence list
6. Taking and publishing the minutes (preferably the same day), announcing them on the wlcg-operations list
7. Checking the downtimes calendar for Tier-1 "outage" downtime conflicts at least once during his/her shift, for the current and the following two weeks; in case a conflict is found, it will be discussed at the next operations call, or offline if at least one relevant experiment or site contact is absent.
8. Following up on 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
   ♦ Requesting for Service Incident Reports (SIR) to be written
   ♦ Feedback to be discussed at the WLCG Operations Coordination meeting
   ♦ Clearly reflecting in the minutes GGUS workflow issues raised at the meeting that must be taken up by the GGUS development team
   ♦ Contacting offline experiments, site or service managers absent from the meeting for issues that concern them.

Reports can be e-mailed to wlcg-scod@cernNOSPAMPLEASE.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 1/2 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 wlcg-svc-report-reviewers e-group which has these members:

- wlcg-ops-coord-chairpeople
- wlcg-scod
- experiment liaisons in IT-SC-OPS

### Availability/reliability reports for the MB

It is not necessary any more to include the availability plots in the MB report. For the record, the official reports are available from http://wlcg-docs.web.cern.ch/wlcg-docs/?dir=reporting/reliability-availability while the drafts can be found under http://wlcg-sam.cern.ch/reports/

### Rota calendar

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<tr>
<th>Week Beginning</th>
<th>SCOD</th>
<th>Comments</th>
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<tbody>
<tr>
<td>04 Jan 2021</td>
<td>Miro</td>
<td></td>
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<td>Miro</td>
<td>Makes the Jan 19 MB report</td>
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<td>18 Jan 2021</td>
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<tr>
<td>25 Jan 2021</td>
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<tr>
<td>01 Mar 2021</td>
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<td>Makes the Mar 16 MB report</td>
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### Rota archive

- SCODRotaArchive