

## CERN ROC template for e-mailing a site regarding their monitoring suspension

In the following text you should look for occurrences of the strings `SITE_NAME`, `CE_NAME`, `YOUR_NAME` and substitute them with the appropriate names.

### First e-mail: proposal

To: SiteAdministrator  
Reply-To: egee-roc-cern@cern.ch  
CC: egee-roc-cern@cern.ch

Subject: SAM monitoring for site `SITE_NAME`

Dear Site Administrator(s),

We are contacting you as we are the responsible ROC for `SITE_NAME` site with special reference to the ticket

GGUS LINK

Looking at the history of the ticket and at the SFT historical result of your ce '`CE_NAME`'  
[https://lcg-sft.cern.ch/sft/sitehistory.cgi?site=CE\\_NAME](https://lcg-sft.cern.ch/sft/sitehistory.cgi?site=CE_NAME)

it appears that your site is still suffering of a certain unstability. Because of that, in the last month, you have had often to reply to service tickets opened either by users or by the Grid Operators on duty. We understand that this is probably due to the problems you are encountering during the set-up of your site, which you are working hardly to solve.

We estimate that to have service tickets opened against your site before it is ready and fully operational is a distraction and diverts manpower hindering you in the fixing of the problems in an effective way.

So perhaps it is envisageable to suspend, for the time being, the monitoring of your site done by the Grid Operators on Duty.

If you wish, while your site is not in production it can still be closely monitored by the CERN ROC through the uncertified status

<https://lcg-sam.cern.ch:8443/sam-uncert/sam.py>

Moreover, if needed, our experts would be fully available to help you, to the best of their knowledge, in dealing with the issues you might encounter during the configuration of the site.

As soon as we get notified that the problems at your site have been fixed, we would start the certification procedure for the site (one week of observation via SAM with results displayed on the web page quoted above) and then the regular SAM monitoring procedures will be re-started.

We would appreciate if you could let us know if this solution is to your satisfaction within three working days and if you want to be monitored before you restart the certification procedure. After this period, if we have not heard from you, we will consider this proposal as accepted and we will start performing the necessary changes in the GOC db and closing the tickets assigned to your site.

Please contact [egee-roc-cern.ch](mailto:egee-roc-cern.ch) for any questions or comments.

Looking forward to hearing from you.

Best regards.

The Cern ROC team

## Second e-mail: notification

To: SiteAdministrator  
Reply-To: egee-roc-cern@cern.ch  
CC: egee-roc-cern@cern.ch;  
project-egee-sal-followup;  
project-eu-egee-sal-cic-on-duty;

Subject: RE:SAM monitoring for site SITE\_NAME

Dear Site Administrator,

since we have not received any replies to the attached e-mail, we consider our proposal as accepted and we start today performing the necessary changes in the GOC db. Please contact egee-roc-cern.ch for any questions or comments.

Best regards,

YOUR\_NAME  
on behalf of the  
The Cern ROC team

-- DianaBosio - 03 Nov 2008

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This topic: LCG > SuspensionRequestTemplate  
Topic revision: r9 - 2008-11-03 - DianaBosio



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