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# LCG Service Dash Board Notes

These notes describe the approach within the LCG Service Coordination Meeting to identify areas for attention. The status is summarised on the WlcgScDash pages.

## Evaluation Method

There is an evaluation for each product within the four primary task areas

- Requirements (Req) covers the infrastructure requirements with regarding to machines, disks, network.
- Development (Dvl) covers from software creation and documentation to certification and delivery to the installation teams.
- Hardware (Hw) covers the procurement, delivery, burn in, physical installation and base operating systems
- Operations (Ops) covers the administration, monitoring, configuration and backup of the service to the levels requested

The Assess column defines the importance of the activity. If this is red and the activity has not been performed, the status should be red. If this is red and the activity is underway, the status should be yellow. If the assess column is yellow, the status should be yellow if the activity has not been completed.

## Requirements

Assess	Question to set assessment color if not available
RED	Service class defined for calendar periods
RED	Disk space requirements defined
RED	Database requirements defined
RED	Middleware components defined
RED	Connectivity requirements defined (incoming on low ports required)
Yellow	Backup objects defined (directories, databases)
RED	High level diagram of services

## Development

Assess	Question to set assessment color if not available
RED	Code delivered and installation images available
RED	Code certified
RED	Administration Guide available
Yellow	Problem Determination Guide available
RED	Middleware pre-requisites (web server, LDAP, ...) defined

## Hardware

Assess	Question to set assessment color if not available
RED	CPU power required for application
RED	Memory requirement for application
RED	Inventory of hardware components defined

<b>RED</b>	Machines on order or available
Yellow	Machines installed in appropriate location within data centre (UPS,Network)
<b>RED</b>	Database server and disk space allocated

## Operations

Assess	Question to set assessment color if not available
<b>RED</b>	2nd level support organisation defined (who to call when there is a problem with the application or middleware)
Yellow	Mechanism to contact 2nd level organisation
Yellow	Response time for 2nd level organisation
Yellow	List of machines where service is running defined
Yellow	List of configuration parameters and their values for the software components
Yellow	List of processes to monitor
Yellow	List of file systems and their emergency thresholds for alarms
<b>RED</b>	Application status check script requirements defined
<b>RED</b>	Definition of scheduled processes (e.g. cron)
Yellow	Test environment defined and available
Yellow	Problem determination procedures including how to determine application vs middleware vs database issues
<b>RED</b>	Procedures for start/stop/drain/check status defined
Yellow	Automatic monitoring of the application in place
<b>RED</b>	Backup procedures defined and tested

## Related Documents

Link	Description
ScFourTechnicalQuestionnaire	SC4 Evaluation for a product
ScFourServiceTechnicalFactors	Documentation of technical information regarding an SC4 product or service

This topic: LCG > WlwgScDashNotes

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