1ˢᵗ line support in CE ROC

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Enabling Grids for E-sciencE

- **To provide support for solving operational problems**
  - Help for site admins upon request
- **Early detection and analysis of problems**
  - On-duty supporter is watching monitoring tools (gstat, SFT)
  - Problem is analysed and site admins are receiving notifications with instructions how to solve the problem (if possible)
- **To minimise the time CE sites are in 'CT' state**
  - Some SFT tests are occasionally failing. We are sending SFT's through SFT Admin interface to minimise the time a site is in 'CT'

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- **1ˢᵗ line support team**
  - **IISAS:** Jan Astalos, Tomas Daranyi, Adrian Toth, Lubomir Obzera, Marian Babik, Marek Ciglan (different capacities)
  - **PSNC:** Pawel Wolniewicz
- **On-duty shifts**
  - In working days (PSNC wednesday, IISAS rest of week)
- **Communication with sites via e-mail**
- **Mailing list for internal discussion**
- **Operational procedures are being tuned with TSA1.3.2 - Marcin Radecki**
  - Weekly reports
  - Wiki pages with problem description and solution

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- **Setup of environment for testing new releases**
  - To be prepared for new middleware release
  - For experimenting with new services (installation, configuration)
  - For compatibility tests

- **Use of helpdesk for communication with sites**
  - Pawel is preparing helpdesk with developers
  - Better possibilities for problem tracking
  - Switch will be done when it will be ready
- **Guides for system administrators**
  - How to contact 1st line support
  - Wiki pages with solutions of problems
- **Preparation of tools for problem detection and diagnostics**
  - Monitoring tools, scripts, etc.

- **Questions, suggestions ?**