



Operations support

- What is the workflow for operations support?
 - Who participates – in which roles?
 - Escalation procedures, agreement to responsibilities / penalties?
 - How to manage small/bad sites?
 - What is the daily mode of operations and monitoring?
 - “Opsman” → handover procedures etc.
 - Deployment procedures
- What tools are needed to support this?
 - Who will provide them?
- How to approach “24x7” global operations support?
 - How this affects workflow; external collaborations
- What is the interaction/interface to user support?
- Communication channels?
 - Operations weekly meeting?, RSS, IRC, ...
- Political level agreements on accounting/info gathering granularity
- Milestones (needed for all working groups)
 - Concrete set of reasonable milestones
 - Fit with service challenges; validate the model; monitoring of milestones



Operations support – 2

- Working groups needed for the longer term?
 - Tasks that can be taken outside – non-critical vs critical

- Problems flagged but not addressed:
 - VO's
 - Accounting
 - ...