

CERN ROC

*Nick Thackray
CERN ROC Manager
ARM-7*

- **CERN ROC manager**
 - Nick Thackray (was Markus Schulz)
- **CERN ROC deputy manager**
 - Maite Barroso (was Nick Thackray)
- **CERN ROC deputies**
 - Antonio Retico, Diana Bosio, Valentin Vidic, Piotr Nyczyk
- There is now a dedicated CERN ROC team who handle support, defines internal procedures, etc.

- CERN ROC support team has 3 members:
 - Antonio Retico, Diana Bosio, Valentin Vidic
- The team handles support on a rotating basis: each member is full-time support for a week at a time.
 - The team works out the rota among themselves to take into account vacations, etc.
- When CERN ROC is the Grid-Operator-on-Duty, the ROC team member who is ROC support for that week also carries out the GOoD duties.
- Currently CERN ROC uses the GGUS portal directly, but we are implementing a local instance of Remedy.
 - This will be interfaced to GGUS through e-mail initially, but later through web services.

- ROC CERN is not the OCC. The OCC is also participating in support matters (as discussed in DSA1.1). The OCC will monitor ticket processing and because of this potential conflict of interest, ROC CERN is not participating in TPM shifts, but contributing in other areas such as VO support.
 - N.B. Monitoring ticket processing is not the same thing as managing TPM (i.e. the business of ensuring that there are people available for TPM).

- To build up grid knowledge, each ROC team member will specialise in 1-2 services and actively learn about those.
- Have also established links with sites that have expertise.

- **GOC wiki:**
 - <http://goc.grid.sinica.edu.tw/gocwiki/FrontPage>
- **LCG grid deployment twiki:**
 - <https://uimon.cern.ch/twiki/bin/view/LCG/LCGGridDeployment>

- x