

PROC01 EGI Infrastructure Oversight escalation

Document control

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Owner	Matthew Viljoen
Approvers	Operations Management Board
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Statement	The purpose of this document is to define escalation procedure for operational problems
Next procedure review	on demand

Procedure reviews

The following table is updated after every review of this procedure.

Date	Review by	Summary of results	Follow-up actions / Comments
05 Aug 2021	Alessandro Paolini	copy from PROC01_EGI_Infrastructure_Oversight_escalation in EGI Wiki	

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Overview

The purpose of this document is to define escalation procedure for operational problems.

Definitions

Please refer to the [EGI Glossary](#) for the definitions of the terms used in this procedure.

The key words "MUST", "MUST NOT", "REQUIRED", "SHALL", "SHALL NOT", "SHOULD", "SHOULD NOT", "RECOMMENDED", "MAY", and "OPTIONAL" in this document are to be interpreted as described in [RFC 2119](#).

Steps

Escalation for operational problems at Resource Centres

This section introduces a critical part of operations in terms of sites' problems detection, identification and solving. The escalation procedure is a procedure that ROD must follow whenever any problem related to a site is detected. The main goal of the procedure is to track the problem follow-up process as a whole and keep the process consistent from the time of detection until the time when the ultimate solution is reached.

4	Operations step	1	Operations	<ol style="list-style-type: none"> If no action was taken by NGI/ROC operations manager for 5 working days Operations send an mail to NGI/ROC operations manager with CC to site administrator, ROD and GGUS. If no response after 1 working day Operations performs site suspension. If NGI cannot solve the problem at the NGI level, Operations try to help to find the solution. 	<ul style="list-style-type: none"> asking NGI/ROC operations manager to suspend the site if no response after 1 working day Operations will perform site suspension.
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The communication should be recorded in GGUS ticket.

Escalation for operational problem with unsupported MW at Resource Centre

This Escalation process is a part of [Decommissioning of unsupported software procedure](#)

When an alarm appears on the Operations dashboard, ROD should start the procedure below:

Step [#]	Dashboard step	Max. Duration [work days] (time before moving to next step)	Resp. Unit	Escalation procedure	Content of the message
1	1st step	10	ROD	<p>Create a ticket through Operations Portal with the template: ROD_MW_alarm_template</p> <p>Mail is send to the site administrator with CC to NGI/ROC operations manager and GGUS.</p> <p>One ticket can be created for all MW alarms by using alarm masking feature. ROD should make sure that site is aware of all raised alarms.</p>	<ul style="list-style-type: none"> ask to provide information about upgrade plan with 10 working days deadline in case of no response or plan, ROD will escalate the issue to NGI operations manager
2	NGI step	5	NGI manager	<p>Escalate ticket to NGI manager through Operations Dashboard.</p> <p>Mail is send to the site administrator with CC to NGI/ROC operations manager and GGUS.</p> <p>(optionally: a phone call to site, just to make sure that e-mail communication channel is working);</p> <p>NGI manager should check why site is unresponsive or what is the reason site cannot migrate to supported software version. Site and NGI manager should decide on upgrade plan or site/endpoint decommission.</p>	<ul style="list-style-type: none"> inform NGI operations managers about unresponsive site site might be suspended by Operations, CSIRT or NGI operations manager after DEADLINE for the upgrade /decommissioning
3	Operations step	(without delay)	ROD	In case of issues which cannot be solved on NGI level ROD should escalate ticket to Operations, who should try to help to find the solution.	

The communication should be recorded in GGUS ticket.

Escalation for operational problem with ROD

This section introduces a critical part of operations in terms of problem with ROD. The escalation procedure is a procedure that Operations must follow whenever any problem related to ROD work is detected. The main goal of the procedure is to track the problem follow-up process as a whole and keep the process consistent from the time of detection until the time when the ultimate solution is reached.

The procedure applies only in case when **ROD is not handling issues on operational dashboard according to operational procedures.**

(Max Duration column shows time in working days which you have to wait before you move to next step in the escalation procedure)

Step [#]	Max. Duration [work days] (time before moving to next step)	Resp. Unit	Escalation procedure	Content of the message

1	3	Operations	Send mail to the ROD with CC to NGI/ROC, Operations and GGUS (operational ticket is being created).	<ul style="list-style-type: none"> ask for explanation why an issue was not handled according to procedures ask for immediate action in case of no response for 3 working days Operations will contact NGI/ROC manager
2	3	Operations	Send mail to NGI/ROC manager with CC to ROD, Operations and GGUS.	<ul style="list-style-type: none"> Report that ROD is not responsive and not handling operational issues according to procedure In case of no response for 3 working days Operations will contact COO
3	(without delay)	Operations	Send mail to COO with CC NGI/ROC manager, Operations and GGUS.	<ul style="list-style-type: none"> Report that ROD and NGI/ROC manager is not responsive and not handling operational issues according to procedure

The precondition to stop escalation is that all issues not handled according to procedure disappeared from Operations dashboard.

The communication should be recorded in GGUS ticket.