

# SAM Shift Coordination and Training

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D0ghouse, SUN virtual room

# Agenda

- Review of shift coordinator role, shift responsibilities, shift schedule. Lee (for Kin Yip) -15 min
- New features in SAM, tools, monitoring, etc. John - 20 min 3.
- Diagnosing problems, digging through the log files. Lauri - 20 min
- Fixing things. Starting stations, marking files, adding stations, etc. Sinisa - 20 min
- Q & A

# The shift Coordinators

- Don Coppage has helped since February to put together the shift lists and keep them up to date. Thanks Don!
- Kin Yip has taken on the responsibility of the new formal offline shift coordinator.

# Offline Shift Coordinator

- **Title:** Offline Shift Coordinator
- **Number:** one person
- **Term:** 7 months, 1 month overlap with successor
- **Selection base:** Chosen from the existing offline shifters
- **Reports to :** DB/DH co-leaders, may transition to Computing co-leaders in December or as shift duties expand.
- **Job Description:** Responsible for organizing and monitoring SAM and other offline shift.

# Offline Shift Coordinator Role

- Keeping the shift roster up to date
- Maintaining the shift schedule
- Reviewing and adding to the offline shifter task list.
- Assigning task list jobs to the shifters
- Following up on shifter activity, or inactivity as needed.
- Assure shifters make log entries for each shift.
- Attend the operations portion of the SAM meeting each week and present a summary of the week based on the shift log.
- Supply a written summary to the (online) run coordinator
- Send a quarterly summary of shift hours to the online run coordinator.

# Shifters' Role

- The shifters will be ultimately responsible for monitoring all critical offline systems
  - SAM data access on major analysis platforms, CA, CAB, and ClueD0
  - Significant remote facilities as needed, such as regional analysis centers when applicable.
  - Database servers, at FNAL and at remote sites when applicable.
  - Remote MC processing center problems as required

# Shifters' Tasks

- Primary Offline shifter tasks include:
  1. Monitoring the systems for problems
  2. Performing hourly check list
  3. Answering/triaging/dispatching user mail
  4. Updating the SAM FAQ
  5. Filling out the shift log to provide a meaningful record and measure of activity
  6. Tracking problems and resolutions
- Additional transient tasks can include:
  1. Activities such as writing or updating documentation,
  2. Improving shift tools,
  3. Data aide tasks such as removing obsolete files when requested, adding locations to destination map, etc.
  4. Detailed testing assignments for various part of the system or added features.

# The new shift list

- Two 4-day shifts per week. Overlap on Monday
- Developers are now on “on call list”. Available during off hours via pagers.
- Need to have one GMT and one GMT-3,5,6 on each shift.
- We have to fill the weekends too.
- All info is on <http://d0db.fnal.gov/sam/backdoor>

# New Monitoring Tools

- New information available from the plots and statistics link on sam home page.
  - Encp statistics
  - SAM file transfer errors
  - SAM file transfer statistics