



Umbrella Meeting ESRF



Umbrella Operation Issues

How do we deal with operational issues?

□ *Different concepts*

❖ Common service

- All partners are responsible and one of them takes care of the issue

❖ Designated service

- Problems and issues are forwarded to a designated person in charge who takes care of them

❖ Round Robin approach

- Each facility takes care of problems for a well-defined time span before the job is forwarded to the next

❖ Different advantages / disadvantages

❖ Discussion ongoing

- This talk is not a monologue but wants to trigger a discussion

How do we deal with operational issues?

□ *Use cases I*

- ❖ (1) A user wants to register with Umbrella and link the existing accounts to Umbrella. But the user gets stuck. What to do?
 - Web info (e.g. FAQ).
 - OK, but who cares about website? Contents, consistency?
 - Contacts hotline or email of local UO.
 - OK, but how is the local competence guaranteed? Is there an expert at each UO? Is there a training for UO staff? Who does that?
- ❖ (2) There is a security break (e.g. hack)
 - The local WUO manager is informed. What happens next?
 - Who cares about further steps?
- ❖ (3) A user detects a bug in the Umbrella tool
 - The user informs a UO of choice. The problem may be at another WUO or at the central service.
 - Who takes care of reporting it to the right person?
 - Who checks if and when the bug is removed?

How do we deal with operational issues?

□ *Use cases II*

- ❖ (4) Somebody (expert or user) proposes a new excellent feature.
 - All agree that this is a brilliant idea. Work estimated is about 1d, but no one of the main IT matadors is personally interested.
 - Who takes care of the development?
 - Who takes care of the deployment?

The discussion is open