Blue Waters Training – Operational Processes

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Operational Processes

- Change Control
- System Maintenance
- Resource Management
- Service Request Review
- Security Management
- Vendor Support
- On-Call Staff
Change Control

- Administrative changes require approval
- Status meetings used to approve change requests where all can discuss
- Use service request tool to track change control requests
  - Use template
  - Provides historical record of changes
- Meet as often as necessary to meet latency required
- Maintain list of exceptions to change control as needed
System Maintenance

- Needs driven, not schedule
- Notify all users in advance
- Perform online (or rolling) when possible
- Pre-test and stage changes when possible
- Lay out detailed plan for actions, required time, personnel. Track plan adherence and update periodically through maintenance.
- Regression test before return to service
Resource Management

- Meet regularly to evaluate resource use
- Job Scheduling & System utilization
- Filesystem performance and use
- Analyze resource trends
- Review policies against goals
- Review issues and investigation
- Special request evaluation
- Identify disenfranchised workload class
Service Request Review

• Meet regularly to review user-submitted service requests
• Target issues first with least recent updates
• Set metric targets for issue response time
  • Use issue status to set modes that do not contribute to response time
    • Waiting on user
    • Waiting on vendor
    • Sleep until..
• Staff attend and represent major expertise areas (user support, storage, admin, networking, etc.)
Security Management

Regularly review security-related issues

- New system changes or software
- Existing software with updates
- Review best practices
- Review any suspect incidents
- Review new threats
Vendor Support

- Maintain regular communication with major supporting vendors
- If issue severity or volume are high enough, establish regular issue review meetings with vendor
- Helps prioritize issues for vendors
On-Call Staff

- Maintain and rotate admin on-call hierarchy for unscheduled events
  - On-call application support during business hours
  - On-call system administration staff during all hours
- Alert with positive communication handoff
- Document checklist, action steps, communication templates, etc.