

PPD/EED/Online Support Group Incident Response Communication and Escalation Procedure

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Background

The Online Support Group (OSGroup) supports Data Acquisition, Detector Control, and other online systems for experiments, the Fermilab Test Beam Facility, and test stands. This document describes the procedure to be followed during significant outages of systems for which OSGroup provides direct or indirect operational support.

Specifically, timelines and responsibilities for specific communication and escalation actions are described.

Definitions

The following definitions are used in the remainder of this document.

Term	Definition
Direct Operational Support	Support provided by the OSGroup in which its members directly control or direct deployment, configuration, testing, or trouble-shooting for a system.
Indirect Operational Support	Support provided by the OSGroup in which its members provide documentation, consultation, diagnostic tools, and development of a system.
Data Taking Outage	A state of non-functionality of an experiment or facility system required for the taking of analysis-quality data, for an experiment that is otherwise ready and approved for such data taking.
Commissioning and Development Outage	A state of non-functionality of a system required for timely preparation of an experiment for readiness for data taking.
Anticipated outage	Any outage anticipated by experiments and Fermilab management prior to its occurrence.
Anticipated Resolution	A proposed resolution to an outage that is considered virtually certain to be effective within a well-defined time.
OSGroup Responsible	Online Support Group members responsible for either direct or indirect operational support, by existing

	arrangement with the experiment.
[treat test beam differently?]	

Incident Communication Procedure

Table 1: Communication Timeline for Data Taking Outage where OSGroup Provides Direct Support

Time Since Beginning of Outage	Originator	Recipients	Method	Comments
0	Experiment Shifters, Experiment Run Coordinator	OSGroup Responsible	Per prior agreement of Experiment and OSGroup	Agreement must be consistent with PPD and Fermilab policies on experiment operations.
2 hours	OSGroup Responsibles	Experiment Run Coordinator	Per prior agreement of Experiment and OSGroup	Agreement must be consistent with PPD and Fermilab policies on experiment operations.
4 hours	OSGroup Responsibles	Experiment Run Coordinator, ELO	Phone call	Email instead of phone call if imminent resolution is anticipated.
	OSGroup Responsibles	OSGroup Leader	Email	
8 Hours	OSGroup Responsibles	OSGroup Leader	Phone Call	Email instead of Phone Call in case imminent resolution is anticipated.
8 Hours	OSGroup Leader	PPD Associate Head for Engineering and Support, PPD Division Head	Email, with "Outage of Experiment <i>name</i> " in subject	Other division heads as appropriate given current understanding of problem. Err on side of more contact. E.g., for suspected Computing, even if not identified, include Head of SCD.

12 Hours, except wait until 8am if off-hours.	OSGroup Leader	PPD Associate Head for Engineering and Support	Phone Call	PPD Division Head when Associate Head is unavailable; email instead of phone call in case imminent resolution is anticipated.
Twice per day for outage lasting more than 12 hours	OSGroup Responsibles	ELO, Experiment Run Coordinator, OSGroup Leader	Per agreement on case-by-case basis	Regular consultations to insure widespread understanding of issues and challenges.
Once per day for outage lasting more than 24 hours	OSGroup Leader	PPD Associate Head for Engineering and Support, PPD Division Head, other Division Heads, Associate Lab. Dir. For Particle Physics, DI/PP/Program Planning Head	Email summary of status, recent actions, proposed actions.	Regular summary to insure widespread understanding of issues, challenges, and status
Various	Various	Other Fermilab support organizations	Various	[Clearly needs work] Other support organizations (e.g., SCD Networking, Database support, etc.) can be contacted as appropriate for nature and duration of the problem.
Resolution	OsGroup Leader	Intended recipients of next notification that would have been due according to this timeline.	Email summary of resolution.	Provide notification of resolution, and of outage for those who had not yet been contacted.

Table 2: [indirect support - work out in wider PPD context]

