# vGISC Toulouse/Exeter operation

## WIS implementation solutions and applications

### vGISC Service Management Framework

Based on ITIL approach with

* a Service Desk
	+ Escalation Team(s)
	+ 1st Line Service Desk at Met Office / Météo France
	+ 2nd Line 24/7 technical team at Met Office /Météo France
	+ 3rd Line vGISC Team at Met Office / Météo France
	+ 4th line Liaison between Message Switching teams and AKKA
* Incident Management
	+ (Central) Service Desk – Receives incident reports from users. Each centre to log locally incidents affecting own systems. Liaison between 24/7 support areas to co-ordinate response to incidents affecting both partners
* Problem Management
	+ Support Team Contacts – Investigate infrastructure problems regarding server outages
	+ Development Team contacts – Investigate problems related to changes in product quality.
	+ Communication will generally be by e-mail, but where it is necessary to get a number of teams together to talk through a problem and suggest solutions, a telephone conference may be used.
* Change Management
	+ Changes to the infrastructure of either partner should be communicated to the other partner, to enable them to make similar changes, and keep both sides aligned.
	+ It is expected that proposed changes will be fully tested before a request for change is made. The change request should contain details of the test results, and on the likely impact on users. The change will be made on one partner's system and the results monitored. If the installation is successful, the other partner can then make the change. This guarantees that one partner remains operational should the change impact system integrity.
	+ Note that bundles of changes to the main application and upgrades to the main application will be treated as a Release.
* Configuration Management
	+ The initial configuration of all the above components should be recorded, including version number and patches applied. This should be exchanged with the other partner, so that both sides have a record of each other's configuration.
	+ When a change is made, this should be notified to the other side and the configuration updated. This will enable both parties to keep all the components aligned should they choose to do so.
* Release Management
	+ Release Manager – Co-ordinates releases to ensure consistency between partners.
	+ Role to be carried out through liaison between Met Office and Metéo-France.
* Metrics and Reporting
	+ It is expected that both partners will gather metrics on their own systems, and these will be discussed internally and at joint meetings as appropriate

### Data replication directly vGISC Toulouse to vGISC Exeter

The replication vGISC Toulouse and vGISC Exceter was already tested on integration platform and we are working to open this functionality in operation now.

We will be certainly the two first centers who will offer the replication GISC to GISC without using MSS. This implementation is made using FTP protocol, FTP transfer is imitated by Inotify (Solution very simple to implement and strong) .

### Subscription backup

If one of the vGISC Partners be unavailable :

users can do ad-hoc request through the portal of the other partner products are delivered by the other Partner.

Subscriptions are managed by the remaining Partner until the other becomes available again. When a user made a subscription he has the chose to selection through the interface our partner as backup. In this case the subscription is replicated on the other site. For that we are implemented a circle of trust, this implementation offer facilities for user and he can retrieve this subscription at our partner portal.


### Synchronization harvesting our own set of metadata

We have with UKMet synchronization task for our own set of metadata every day.

We are harvesting also metadata from: Beijing, Melbourne, Offenbach, Seoul and
Tokyo two times a day.

### Implemented links redundancy

|  |  |  |  |
| --- | --- | --- | --- |
| **NC** | **Primary GISC** | **Secondary GISC** | **Implementation** |
| **Belgium** | **Toulouse** | **Exeter** | **Done** |
| **France** | **Toulouse** | **Exeter** | **Done** |
| **Ireland** | **Exeter** | **Toulouse** | **In progress** |
| **Netherlands** | **Exeter** | **Toulouse** | **In progress** |
| **Portugal** | **Toulouse** | **Exeter** | **Done** |
| **Spain** | **Toulouse** | **Exeter** | **Done** |
| **United Kingdom** | **Exeter** | **Toulouse** | **Done** |
| **Island** | **Exeter** | **Toulouse** | **In progress** |
| **Tanzania** | **Exeter** | **Toulouse** | **In progress** |
| **ECMWF** | **Exeter** | **Toulouse** | **In progress** |

### Actions plan

|  |  |  |
| --- | --- | --- |
| **Action Nr** | **Type action** | **Status** |
| 1 | vGISC Service Management Framework | Done |
| 2 | Data replication directly vGISC Toulouse to vGISC Exeter | In progress, will be done end of July |
| 3 | Subscription backup | In progress, will be done end of July |
| 4 | Synchronization harvesting set of metadata | Done |
| 5 | Partner links redundancy  | In progress will be done end of September |

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