

Minutes from CHPS Meeting Thursday February 24, 2011

Attendees:

ABRFC – Jeff McMurphy, Mike Pierce
CNRFC – Rob Hartman, Pete Fickenscher
NERFC – Rob Shedd, Alison MacNeil
NWRFC – Harold Opitz, Joe Intermill
NOHRSC – John Halquist
Deltares – Peter Gijsbers
OCWWS HSD HSB – Randy Rieman, Dave Riley
OHD – Jon Roe, Chris Brunner, Lee Cajina

Pre-reading:

- Support Log sent to chps_ops on Feb 23 by Dave Riley

1. Operational Support (HSD)

- + General health check/review of support log items

No major issues.

- + When will HSD begin using FogBugZ for CAT? When will spreadsheet issues be copied into FB?

All open Support Log issues are now in FogBugZ. Next steps:

1. DaveR to finish cleaning up the spreadsheet (correct Due Date entries; review status of each item with originating RFC)
2. DaveR to finish scanning closed issues and transfer useful info to FogBugZ as wiki pages
3. DaveR to finish writing up FogBugZ usage instructions (approx 1 page)
4. CAT to begin using FogBugZ immediately. CAT does not need training.
5. CAT to determine at next call whether FogBugZ is ready for CAT-II use; if Yes:
 6. HSD to train CAT-II in usage of and conventions for FogBugZ
 7. CAT-II to transition to FogBugZ
8. If no: HSD to discuss with CAT

- + Start date of new contractors; plans to train?

3-4 weeks before contractors will be on board.

Senior person will be systems savvy; will become back-up for RandyR.

Training of contractors is an HSD-internal matter.

CAT disagrees. We can't simply hope they get proficient by accident. CHPS support is already way behind the curve.

HSD guarantees that both contractors will be 100% dedicated to CHPS.

- + Status of s/w installations on chps 4,5,6 @ CAT-IIs
- + Status of o/s upgrade for chps 1,2,3 @ CAT

RandyR will provide the instructions to CNRFC/ChrisM today. Upgrade to chps 7/8/9 should take approx 2 hours; then CNRFC will test their system. Once ChrisM reports everything seems to work, Randy will move on to the other CATs. RandyR will provide status update at the next CAT call.

- + Other

Zip archive – RandyR plans to do after the o/s upgrades.

Randy has also been involved in realigning the MCs and a few other items needed at all RFCs based on the recent NERFC report. This is a top priority.

After the o/s upgrades Randy will focus on software installations on chps 4,5,6 at the CAT-II's.

JohnH needs further support from Randy – this will be done in between o/s upgrades.

Action: Chris include in next week's agenda the topic 'is FogBugZ ready for CAT-II use'

Action: Chris include in next week's agenda the topic of o/s upgrade (status update)

2. How to assess Operational Support – recommendation to Gary for April (CAT)

Primary concern: do not want CAT-II's to go live, run into a snag, results in service failure.

Need to gather quantitative not qualitative information. No plans for HSD to conduct an internal assessment to see if they are ready to take on the CAT-II support.

- + Chris with HSD will review previous examples of operational crises to derive pertinent information, such as length of time to resolve.
- + HSD's new sys admin contractor will shadow Randy as part of familiarization. No known formal training planned. [No further system manager classes are on the books at this time.]
- + Possible testing mechanism: design and execute operational failure scenarios; conduct on NHOR and some CAT-II RFCs. To be used to test the state of HSD's readiness, and also as training exercises for HSD and CAT-II's. Peter will get together with Micha next week to create a list.
- + Meanwhile: create a voluntary pool of CAT RFC expertise that can be called upon during crises. Identify key skills for each focal point. Consider using txt messages to send out SOS; anyone available/willing to provide help can return the call. NO guarantee that someone will respond. HSD to devise and implement a scheme with the CAT RFC system administrators.
- + Capture test outcomes in recommendation to Gary for readiness of HSD to take on full CHPS support beginning June 2011.

APRFC plans to go live with CHPS in May; support needs are not typical of other CAT-II's. Possibly consider it a mini-test case of operational support.

Continue to address approaches to assessment; make sure MarkG participates in discussions.

Action: Chris and HSD will review previous examples of operational crises to derive pertinent information, such as length of time to resolve.

Action: PeterG to work with Micha to design some operational failure scenarios.

Action: RandyR to work with all 4 CAT system administrators to create a call-for-help scheme to be implemented as soon as possible.

3. Spring Release (FEWS/BOC-II) (Deltares)

- + SACCO: additional requirements will help with design for Spring build, although they won't be included. CNRFC and NWRFC are about to submit a combined list.
- + #446 – HSD and Deltares need to develop process for sizing and incorporating FEWS bug fixes, including late additions.

- + Forecast length estimator problem at NCRFC: Deltares prefers a non-software solution. PeterG will submit a memo describing all solutions to see if non-software option is acceptable to RFCs.
- + Approved forecast backlog (NWRFC) is on the list for Spring build; Deltares is experimenting with multiple potential performance improvements.
- + Patch 5 does not work 100% at NERFC. Alison will email Peter with test result details. Patch will not be distributed to other RFCs.
- + Date for Spring release? Peter will get dates (FEWS only).

Action: HSD and Deltares to develop a process for sizing and incorporating bug fixes into future FEWS builds.

Action: PeterG to submit a memo describing possible solutions for forecast length estimator problem at NCRFC

Action: Alison to email PeterG with results of Patch 5 beta test.

Action: Peter to provide CAT with dates for Spring release (FEWS only).

4. Dev Registry from Deltares - HSEB for now

Process needs to be developed/refined from the one used to date by Edwin for FEWS software enhancements. Not clear which organization should take final ownership; LeeC will capture requests for now. NWS must have process in place in time for 2nd stable release (Fall 2011).

Action: none.

Next meeting: Thursday March 3, 2011.