eGee

Enabling Grids for E-sciencE

Operations procedures

Maite Barroso
OCC, CERN
Maite.Barroso.Lopez@cern.ch
12 June 2007

Information Society
and Media

Enabling Grids for E-sciencE

Motivation:

- Operation procedures are evolving slowly base don demand of users for a better service

- These demands will only increase: availability, reliability, clear information about interventions, etc

- The existing ones are not always followed…

    - (not announced) Transparent interventions that are not always so transparent

    - Too many broadcasts

- We want to hear direct feedback from sites: how could we improve it? Have they implemented sth at their sites that we can globally use?

- tools used in daily grid operations
- what features are missing to make your work easier
- examples of the most frequent scheduled interventions at your site
- examples of the most frequent unscheduled interventions at your site
- points to improve in communication with ROC, other sites, Vos, rest of the world...
- How do you plan deployment of updates/new versions so continuous production is not interrupted?
- Communication with users: how are you informed about operational problems at your site reported by local/remote users? Mail/GGUS/phone/other?
- Correlation of cross-site issues: is the operations meeting enough for this? How do you do it otherwise?
- What percentage of real site problems are detected and reported by central monitoring (SAM, COD) before you know about them?
- usefulness of the following operations bodies/meetings and suggestions to improve them: -
    - COD
    - your ROC support team
    - operations meeting

Enabling Grids for E-sciencE

- Sites:
    - LIP-Lisbon, SWE, Mario David
    - CY-01-KIMON, SEE ROC, Kyriacos Neocleous
    - FZK-LCG2, DECH ROC, Clemens Koerdt
    - NIKHEF-ELPROD, NE, Ronald Starink
    - CYFRONET-LCG2, CE, Marcin Radecki
    - GRIF, France ROC, MICOUT Pierrick
    - CERN-PROD, CERN ROC, Olof Barring
    - JP-KEK-CRC-01 and JP-KEK-CRC-02, AP ROC, Go Iwai
    - CNAF-T1, ROC Italy, Daniele Cesini
- WLCG
- Round table