



LHCOPN Ops WG report

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Previously

- 2011-02-10 LHCOPN meeting, Lyon
 - <http://indico.cern.ch/conferenceDisplay.py?confId=110149>
 - LHCOPN operations must be reviewed
 - Monitoring information desired...
- 2011-03-15 LHCOPN Ops WG meeting, CERN
 - <http://indico.cern.ch/conferenceDisplay.py?confId=129691>
 - Objectives
 - Improve LHCOPN operations
 - Improve interactions with WLCG
 - See if something can be sketched for LHCONE
 - Clear conclusion emerged!
- 2011-04-12, LHCOPN Ops phoneconf
 - <https://twiki.cern.ch/twiki/bin/view/LHCOPN/OpsPhc20110412>

Outcomes of Ops WG: LHCOPN Ops

- Process adequate, but lot of work sounds useless
 - 95% of reported events are not service impacting
 - Focus only on service impacting events
 - I.e handling of everything else is at sites' discretion

Outcomes of Ops WG: GGUS (1/2)

- More than a web interface to manage TT
 - Specific E-mails notification schemes are a must have
- Surprisingly having LHCOPN tickets in GGUS is not (yet) easing interactions with WLCG supporters
 - Requirement: “everything related to an issue must appear in the same ticket on a single web page”

Outcomes of Ops WG: GGUS (2/2)

- GGUS proposed to implement something similar to what they did for EMI ↔ EGI
 - EMI/EGI Software issues linked/parallelized with standard issues
 - Transparent interactions with “external” support units
 - Multi input allowed from several helpdesks
 - Each helpdesk seeing entire history for the ticket

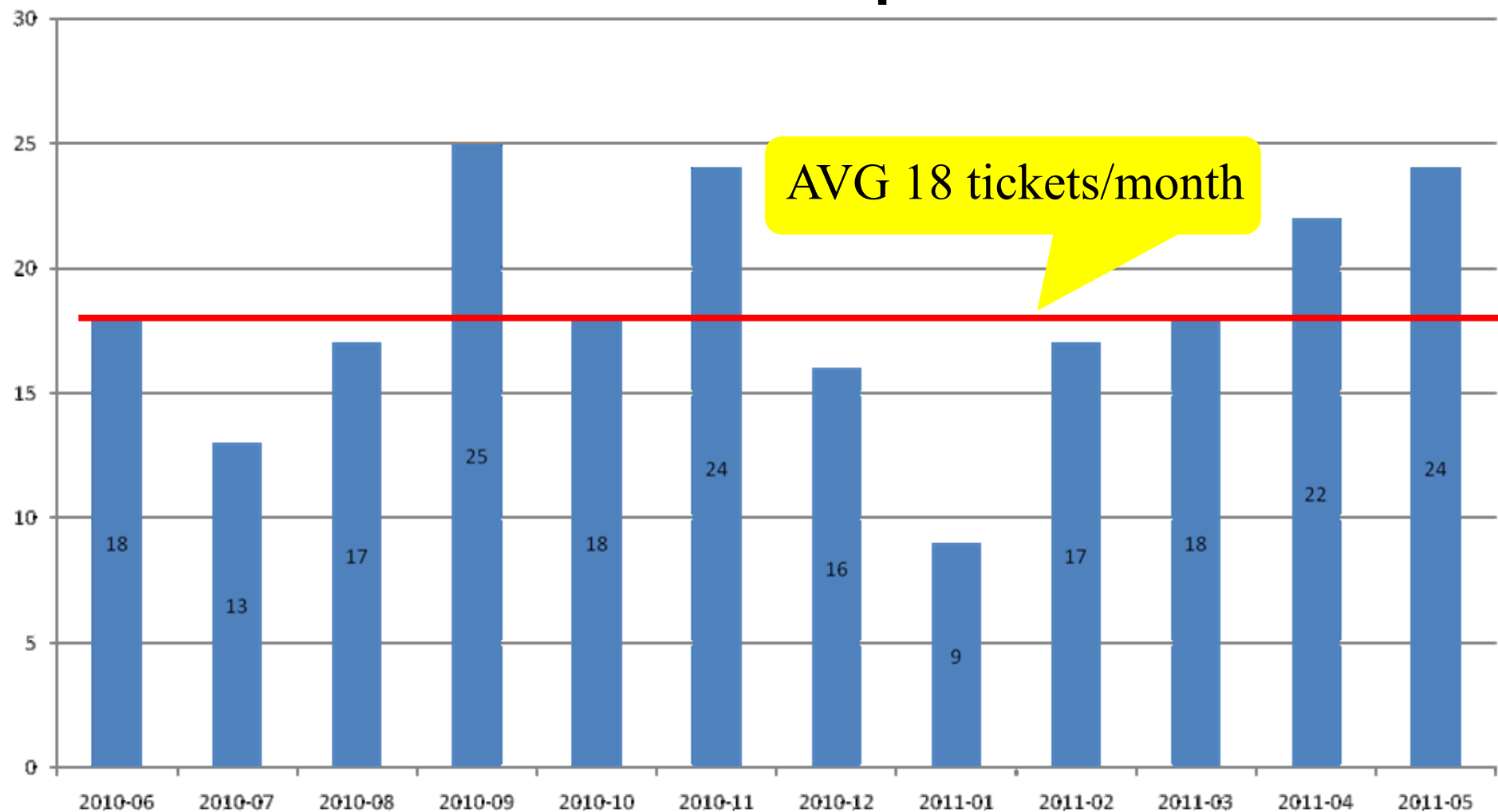
The screenshot displays the GGUS Technology Helpdesk interface. On the left, a 'Support Unit:' dropdown menu is set to 'FTS Development'. Below it, a list of 'Other Projects' is shown, including EMI and various software development projects. On the right, a 'Technology Helpdesk' banner features logos for EGI, EMI, and GGUS. Below the banner, a ticket form is visible with the following details:

Origin support group:	GGUS
Ticket Category:	Incident
Responsible Unit:	DPM Development
Status:	assigned

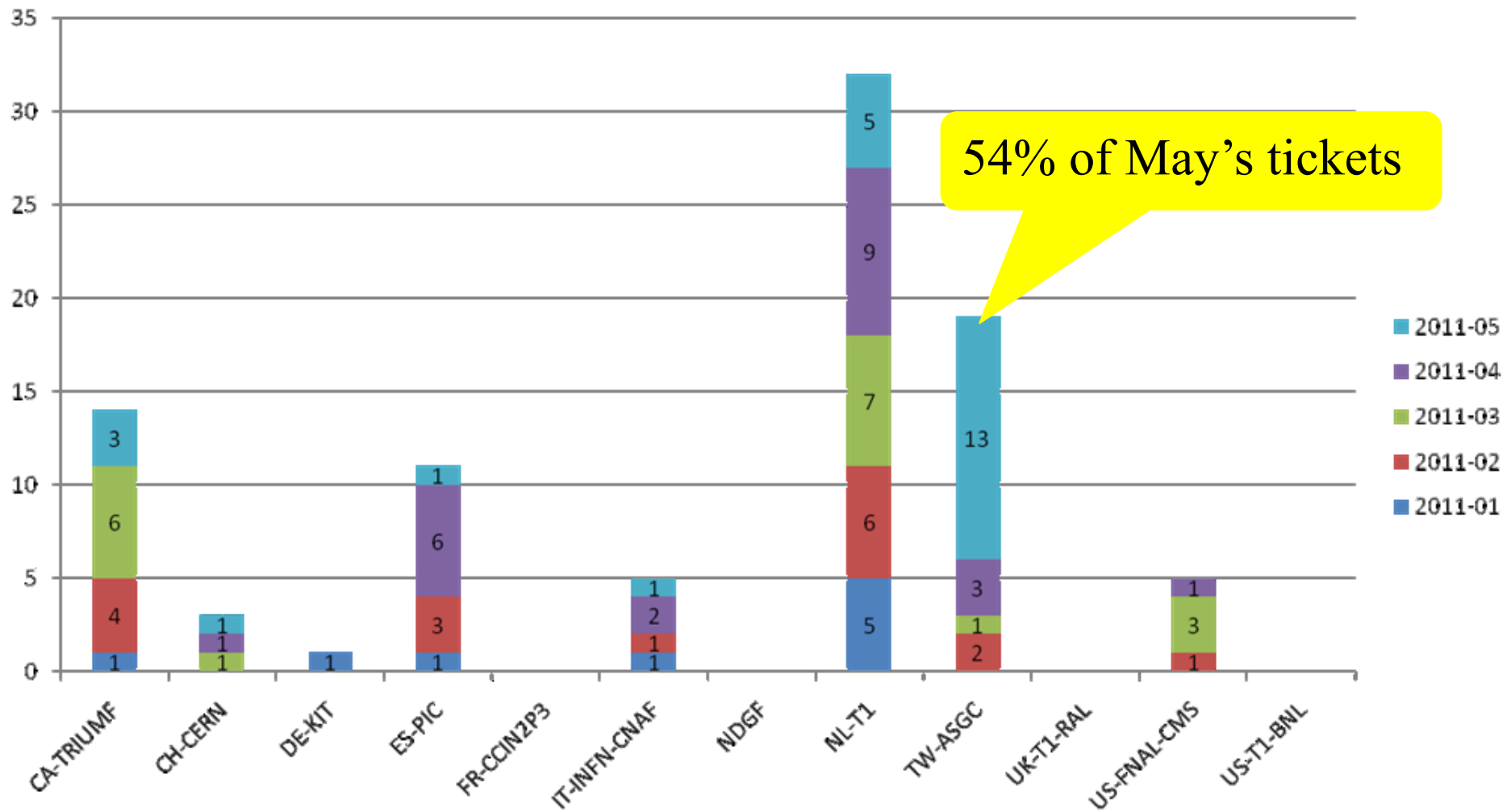
Outcomes of Ops WG: WLCG interactions

- WLCG → LHCOPN community
 - GGUS is fine to receive enquiries from experiments
 - But tickets must appear in LHCOPN helpdesk
- LHCOPN → WLCG
 - Tickets flagged as service impacting must show up as standard WLCG tickets
 - Broadcast of scheduled service impacting events
 - Very few events (<5 year)
 - John gathers this by email and push it to the WLCG daily ops meeting when required

Number of tickets per month



Tickets' ownership



Report from TW-ASGC for 2011-05

- US West – Amsterdam circuit upgrade
 - Provider moving underlying technologies from 10G → 40G
- Several complex nightly maintenances split over several days causing a bunch of tickets
- No idea yet about when this will be completed

What's next

■ GGUS

- Address communication issues related to the gap between LHCOPN helpdesk and WLCG helpdesk
- Final specifications/effort/manpower/roadmap to be clarified
- Should benefit of experience with “Technology Helpdesk”

■ Monitoring

- Awaiting list of service impacting events...

Ops WG seeking a new leader

- Call for candidates made 2010-06-01
- 1 candidate declared
 - Bruno Hoefft – DE-KIT
 - Historical member of the Ops WG (> 5 years)
 - 1 office far from GGUS team !

Conclusion

- Focusing on service impacting events seems fine
 - Overhead on network teams removed
- GGUS improvements to be precised
- New Ops WG leader expected