Communication, Communication, Communication

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Overview

- ## WLCG is a very large collaboration
  - Experiments, sites, users
  - Governance Bodies: CB, OB, MB, GDB
  - Funding Bodies, National Infrastructures, Software providers
- ## Many paths of information
  - I want to concentrate on those concerning
    - the propagation of WLCG decisions/agreements to all parts of the collaboration
    - feedback from all parts of the collaboration to decision makers.
- ## The Problem: Making all sites aware of deployment recommendations and getting them to act on them.

Example: CREAM

- Since the start of time WLCG has wanted to phase out the LCG-CE
- The CREAM CE has been seen as the replacement since ????
  - Strict requirements on acceptance which were met as far as could be tested
- WLCG asked the experiments to plan to use CREAM and the sites to install CREAM alongside LCG-CE
- Result:
  - Experiments incorporated CREAM with varying degrees of enthusiasm
  - Very, very few sites installed CREAM so no widespread testing could be done, no experience on reliability and resilience.
- When deadlines were eventually set, sites typically said 'we can't do this quickly, we have too many other things to do, we need time to plan'.
- This raises issues of communication, awareness, and relative priorities
- Other examples include SL5, glexec, Argus/SCAS, glite-APEL, security patches
- How can WLCG ensure that sites run the correct middleware/configuration?

Communication Routes

- ## WLCG web and wiki
  - Fairly static,
  - No alerts that new information has been added
- ## LCG-ROLLOUT
- ## Daily Operations Meetings, Monthly T1 Service
- ## T1s responsible for T2s
  - Reasonable awareness in countries with a T1
  - But this doesn't necessarily translate into action
- ## GDB – similarly raises awareness but doesn't bring action
- ## CB – managers rather than sysadmins; federations, not all sites
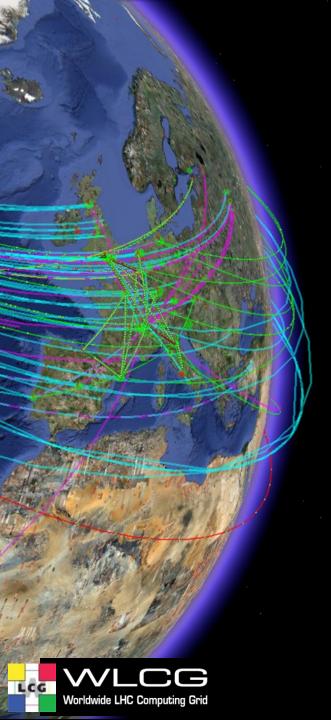- ## EGI Broadcast, OSG Equivalent?

Problems

- How do we get information to the sites who don't attend GDB or other routes?

- Why do sites often not follow recommendations/instructions/requests from WLCG?
  - Often they quickly respond to experiment requests

- Can we get this feedback from sites?

Solutions?

- Personal phone calls from Ian?

- More proactive Tier1s?

- A regular newsletter?

- A specific mailing list?

- Other?

Discuss!