

THE UNIVERSITY OF
WARWICK

Site Report

**Ben Morgan
Tom Latham**

Growth in People

- 7 Academics.
- 6/7 Research Fellows.
- 12 Postgraduates.

Computing Staff

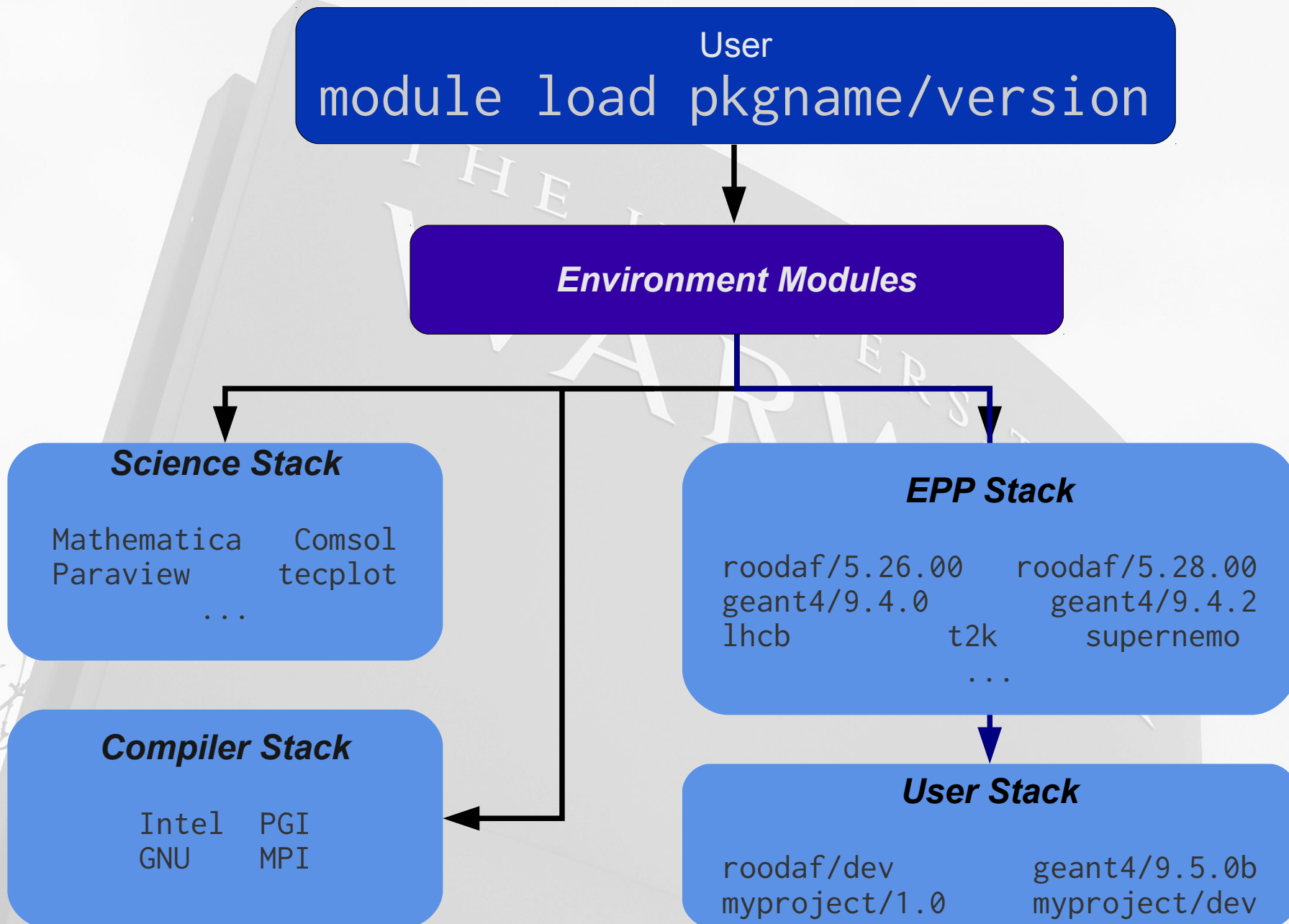
- **Ben Morgan (+50% T2K)**
 - Service and User Support.
 - Software Development.
- **Tom Latham (100% LHCb)**
 - LHC Computing/Users.

CSC Linux Desktop



- Version 11.3, x86_64 only.
- EPP : 1TB /home, ~3TB /storage (NFS/SAN)
- PXE Installs, Automated Updates.

Software Stack(s)



HEP Software Issues

- Experiment software (**still**) lacks portability.
- Grid UI (gLite) installation **inexcusably** hard.
- **We** should encourage **robust, portable** builds.

Services

WARWICK

IT Services

Services and support, including help and FAQs

Click to toggle, drag to resize



Email and collaboration... Staff and student email, SharePoint, Webex conferencing, Instant Messaging, and Live Chat.



Training... an extensive range of IT training courses for staff and students. Browse the course catalogue, check availability of dates, then book on-line.



Managed desktop and software downloads... software available for download, and information about applications installed on standard IT Services desktops.



Web publishing... tools and services for publishing and using information on the web, including SiteBuilder, Start.Warwick, Files.Warwick, Blogs, web design and more.



Printing... network-based printing across the University, in departments and in work areas.



Audio-visual... book a technician to help operate or set up equipment, borrow equipment or request help with filming or recording.



E-learning and e-assessment and source matching... support for technology enhanced teaching, including Questionmark Perception and TurnItIn. Find out how to get help and resources.



Computers... help with the computer that sits on your desk or travels with you, from buying a computer to setting it up, maintaining it and disposing of it.



Work areas... computer rooms for use by members of the University. Find information about work area locations, availability and booking.



Telephones and mobiles... information about handsets, voicemail, mobile phones for staff, and the University telephone directory.



File storage... storage for files and folders accessible from your desktop, and data backup and recovery services.



Accounts... accounts or login names for University members to access a range of IT facilities. Information about registering for an account and changing your password (including challenge questions).



Staff and student admin applications... support for the key business processes associated with staff and student administration at the University, such as student records, timetabling, and HR.



Management information... Cognos tools to support decision making, including what-if business modelling tools and reports that consolidate and present complex data.



Application servers... platforms for applications. Includes looking after the hardware and essential components such as the operating system and database, so that the application can run.



Infrastructure... the campus **network**, information on **wifi, infrastructure cabling** for the network (and telephones, CCTV, fire alarms etc.), **data centres and comms rooms**.



Governance... **project management** of projects delivering major IT changes, **ITIL management** to provide governance and support within IT Services, **IT security** to respond to IT security incidents, and **ITSAs** - here to ensure that IT Services meets the needs of the University.

Workstations



- We're now 100% Dell Optiplex.
- Intel Core 2/AMD Quad, 4GB RAM.
- Xeon+GPU also available.

Laptops



- Encourage and educate users to administer laptops.

Storage/CoW Issues

- CSC Workstations run as Cluster (Torque/Maui)
- ITS SAN storage [+ TB jobs] = Bottleneck
- New 2x120TB system under procurement
 - EPP : ~5TB /home + ~20TB /storage

The Future...

- Our new all singing/dancing cluster....
- Over to Tom!