PIC

24x7 support

After having sorted out the bureaucratics to perform the extra payment for staff taking on-call shifts, the 1st phase of the 24x7 on-call weekly shifts started on 19-Dec-2007. During this 1st phase we plan that the people on shift will proactively collaborate with the service experts to ensure that all the relevant alarms are deployed, and there is no alarm without its associated procedures documented.

The status of milestone WLCG-07-02 (24x7 support tested) is currently "in progress". We plan it to complete it by the end of February 2008.
Since we started on-call shifts for christmas, and we are facing now the Feb-CCRC08 test, we think a realistic date for declaring the system tested is after 2 months of experience, including one month of CCRC08.

The following milestone WLCG-07-03 (24x7 support in operations) we plan to complete it one month later: end of March 2008.

VOBoxes support

The status of the milestone WLCG-07-04 (VOBoxes SLA defined) at PIC is different for each of the experiments supported:

-LHCb: Done. Last year we were told by LHCb that they were trying to converge internally in a "vobox-sla template" to propose to all the sites. On the beginning of October 2007 we received a proposal for the VObox SLA from LHCb. After some iterations we finally signed a definitive version on January 2008.

-CMS: In progress. Last year we tried, through the CMS liaison at PIC, to get from CMS some vobox-sla proposal which would set the requirements from CMS, common to all the Tier-1s. This process did not converge, so now that we have a vobox-sla for LHCb at PIC we are trying the opposite approach: we will try to sign a vobox-sla for CMS as similar as possible to the LHCb one. PIC will send a proposal in this line to CMS during February.

-ATLAS: Our understanding is that currently the ATLAS VOboxes are still being run at CERN, not at the Tier1s (at least the European ones). Until the schedule for deploying the VObox in production at PIC is clarified from ATLAS, we have the SLA paused.

FNAL

I believe we now have an agreed upon SLA between CMS and FNAL, so this can be marked as green.

FZK

Currently, site administrators (experts) are working at Gridka during normal working hours. Additionally we've implemented the role of experiment admins. These are dedicated experiment representatives working under the control of the GridKa Technical Advisory Board (i.e. LHC experiment representatives) which - provided with special administration rights - support the GridKa staff with testing VO software and operating VO specific services. Since more than year we have furthermore implemented the role of operators (not necessarily experts) that watch the system and intervene during weekends and public holidays.

During the last year much effort has been spent into the preparation for 24x7 operations. Several services were rebuilt with multiple, DNS load balanced machines and hardened by introdcing more reliable, server class machines (see examples presented during the LHCC review in November 2007), a service dasboard has been developed for operators and customers (http://www.gridka.de(monitoring/main.html) and service components and operational procedures were documented at a central wiki. One of the main tasks of the above defined operators was to test and improve these centrally documented operational procedures.

Most parts of the GridKa environment are internally monitored with Nagios v2, and an SMS system has been set up and tested for several services. Still, this work (milestone WLCG-07-02) is not fully completed as (a) not all of the services are implemented through SMS systems yet, and (b) it was found that the use of Nagios v2 is limited by the fact that SMS could only be generated to the whole team instead of individual operations teams and/or experts. The latter can be realized with Nagios v3, the respective migration at GridKa is currently carried out and will be finished during March 2008.

Since 24x7 operations involves a possible change of peoples' contracts, a respective discussion with the FZK administration and the FZK board of directors took place in January 2008 to clarify respective administrative bondary conditions. The operational model will be a mixture of operations shifts likely extending normal working hours and supplemented by on-call circles during night and weekend. Respective operational procedures will be documented in March 2008 (milestone WLCG-07-01) and go into operation in April 2008 (milestone WLCG-07-03).

The VO-Box Service Level Agreement has been developed in collaboration with the experiment representatives, respective feedback from the experiments was taken into account, and the document was made available on a central web page of the WLCG MB (milestone WLCG-07-04). The SLA is implemented at the site according to this document (milestone WLCG-07-05).

All the hardware for the MoU resources in April 2008 is available on site, partially currently being installed or already running burn-in tests. On request of Alice and CMS, GridKa will install an additional fraction of resources in October 2008 (CPUs and disk for Alice, tape for CMS). This was negotiated and communicated during 2007 and is completely documented in the MoU for 2008.

FR-CCIN2P3

We are very late with the VO Boxes-related milestones. We are working on the writing of a (second) draft of the SLA that we plan to have ready before the end of February. We will then start iterating with the 4 experiments to get it approved by them in March. So we target these milestones finished by the end of March. This document will be the formalization of the service that we already provide for the VO boxes, so the implementation of the milestone will follow quickly.

NL-T1

1) 24x7 support : there is a plan. Fine details are still being worked out, for example we have chosen to use the TRAC system at SARA for Tier-1 issue tracking, but we still need to work out the details of getting the NIKHEF people in the SARA-based system. Also details of where to host the email entry to the service, since email becomes a critical service as well.

Since the installation of the Nagios server at NIKHEF in the latter part of 2007, the plan has been under test at NIKHEF. SARA had not yet fully installed their Nagios as of last writing; however based on preliminary testing, SARA has made significant changes in their grid operator coverage plan.

We note here that plans from the experiments and from the service coordination, to implement various "elogs", are not accounted for in our plan, which is based as much as possible on Nagios as a local dashboard. Experience has shown that having to look at multiple systems does not work, neither does multiple notification paths. Anything flagged critical by the experiments should be trivially accessible by a Nagios probe (eg SAM tests).

2) VO box SLA : an advanced draft document exists, it has been circulated amongst all parties nationally. it has not yet been discussed with the VOs.