

# Nikhef's view on tools

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- **Nikhef (Amsterdam)**
  - Part of Dutch Tier-1 (with SARA)
  - EGEE, WLCG, Big Grid
  - NL: 4 sites, weekly meetings
    - But independent in administration
  - Northern European ROC
    - With Scandinavian countries
    - Mostly ticket processing
- **Site view**
  - We don't use all tools; no judgments about quality
    - Historic choices
    - And we're stubborn / critical :-)

- **Usually updated immediately when changes occur**
  - But that is not so often
  - Do not see a need to automate updates of information (from e.g. Yaim)
    - But perhaps smaller sites or less experienced admins would appreciate that
- **Much info also present in information system**
  - CIC contains Resource Comparator
  - Also automatically import information into GOC DB?

- **Main usage:**
  - VO cards
    - Gathering info when creating new VO
    - Automated notifications when a VO card is changed for a supported VO?
  - Broadcast tool
  - Pre-report
  - Downtime procedure documentation :-)
    - Central point for all operational documentation (Wiki style)?

- **Used as “the” ticket tracking system for NEROC**
  - Past: importing tickets into RT database (Swe)
    - Problems were often closed in only one system :-)
- **GGUS as tool is fine**
  - Most problems with way it is operated



- **Nikhef was “early adopter” of Nagios Grid Monitor**
- **SAM results + “local grid probes” + site probes**
- **Happy:**
  - One location to look at monitoring results
  - Flexible, easy to extend
  - Select for which failures to send notifications, which to ignore
- **Connect to GGUS**
  - Relate tickets to SAM failures
- **Connect to GOC DB**
  - Downtime

- Was “the” monitoring tool until installed Nagios SAM probes
- Still used in case of information system problems

- **“Management Tool”**
- **Nice overview for looking back**
- **Not for current state (or at least: not discovered)**



- **Not used at Nikhef**
- **Local accounting scripts, directly pushing information into central database**
- **It works, so do not foresee changes**