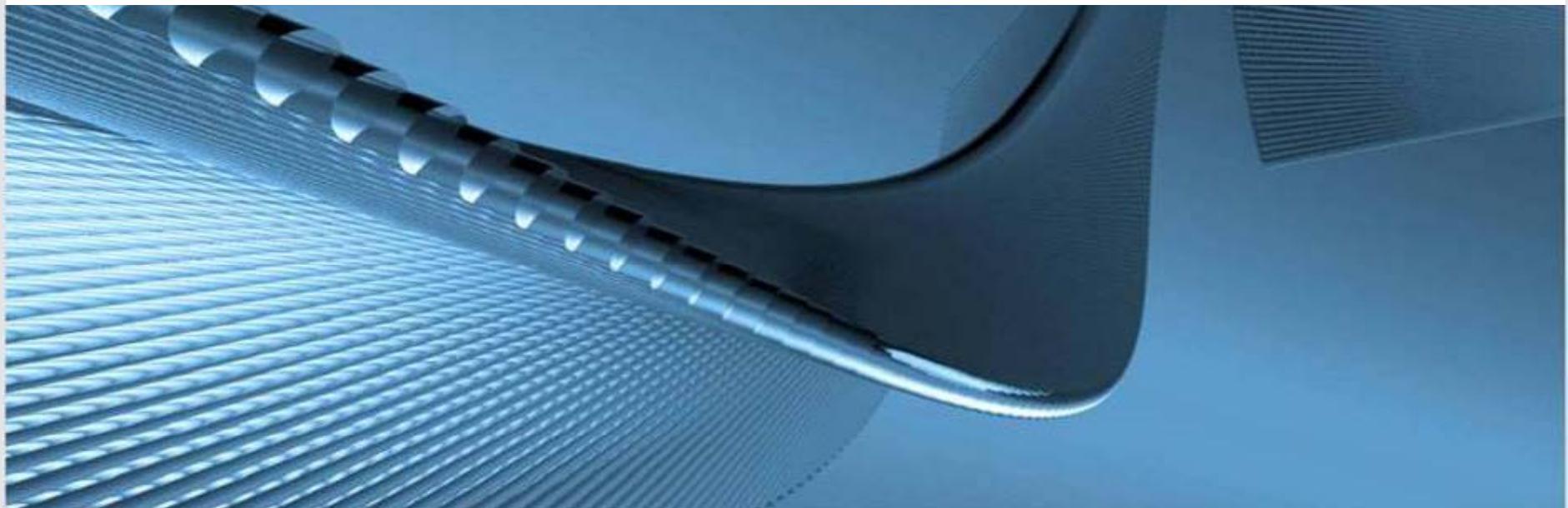


Tools used for operations at GridKa

Angela Poschlad, SCC



Tools used at GridKa

- Site own monitoring
 - Nagios (-> Email, SMS, Visualization ...)
 - Ganglia
 - Diverse grown tests collected on a webpage (www.gridka.de/monitoring)
 - Providing visualized information
 - Step by step implementation into nagios
- Email (Tickets, Nagios, LCG-Admin list ...)
- SAM (ops)
 - Often queried for monitoring page and nagios notifications
 - If querying fails -> gridmap (failover)
 - Better have direct notification
 - Used for initial testing before a service goes into production
 - Important because used for availability calculation
 - Problems with changing information of services
 - New services, downtimes, obsolete services

Less often used tools

■ SAMAP

- When ops SAM jobs fail, useful to **improve the availability**
- Useful to test different settings

■ SAM (VO specific)

- Not used for availability
 - No notification by VO when failing, no tickets
- > **not important for VOs?**

■ GGUS/DECH HelpDesk – user support

- Ticket handling
- Opening tickets when a foreign problem is detected
- Good for documentation

■ GStat

- Not too interesting for site
 - Information system changes infrequently
 - Better the sites tests the InfoSys right after it has changed something
 - **It takes a long time until the information is updated**
- ROC uses this information and gives sometimes hints
- Good documentation for several tests (e.g. calculation of # CPUs)

Registration, etc .. regular used

■ GOC DB

- Adding, modify or delete site services
- Announce downtimes

■ CIC Portal

- Daily site reports
 - But: many problems with the reliability
 - The final format is not transparent
- VO IDCards
 - Not all VOs are providing the information

Overall impression

- The connection between the tools not transparent
- More grid-wide standards are needed
 - E.g. authentication is done different at various services
 - Almost every VO wants to have special treatment for some configuration
- SAM tests are from time to time inaccurate
 - Give only robust tools to the ROCs/NGIs
- VOs should be more involved
 - In the estimation of availability and reliability
 - More VO specific tests or more complied standards
 - (in the process of standardization ?)
 - VO independent site monitoring/availability only possible if all services are based on robust standards