

 Enabling Grids for E-science in Europe	CIC-on-duty – COD4- meeting	2005_0926_CR_CIC_on_duty Monday September 26th
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Objet	CIC-on-duty COD4 meeting
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Date:	09/26/2005 – 13h – 18h30
Location:	Cosener's House, Abingdon, UK

Participants	19
Russia	Alexander Kryukov (AK)
France	Jonathan Schaeffer (JS) Gilles Mathieu (GM) Frédéric Schaer (FS)
Italy	Alessandro Cavalli (AC) Paolo Veronesi (PV) Marco Verlato (MV)
Taiwan	Min-Hong Tsai (MT)
Cern	Piotr Nyczyk (PN) Judit Novak (JN) Alistair Mills (AM) James Casey (JC) Thorsten Kleinwort (TK) Markus Schulz (MS)
UKI	Steve Traylen (ST)
GOC DB	Dave Kant (DK)
GGUS	Helmut Dres (HD)
Chairpersons	Hélène Cordier (HC) Philippa Strange (PS)

Agenda: COD4 meeting of CIC-on-duty task force

Cf : <http://agenda.cern.ch/fullAgenda.php?ida=a051454>

Additional material : slides from Alexander Kryukov, Helene Cordier, James Casey and Dave Kant.

Auhor(s)	Destination	Pages
H.C	Participants, CIC Managers	1 / 4

➤ 1. Feedback from Russia – AK - 13h20

Three people deal with around 100 tickets over their last duty. AK is CIC manager and Lev Shamardin is no longer in the COD team. Action to remove both of them from the list by Gilles – action 4.1. Below is a set of topics to be addressed.

- What to do with a site which is consistently causing problem? ie last step of operations proc.cf USCMS-FNAL-WC1
- All ROCs must provide the SFT execution independently from load of site.
- Delay of site response to be adjusted
- What about sites week-ends and local holidays
- Criteria on opening a ticket – problem status by GIIS
- How deep a COD should investigate
- What do a COD do if monitoring show all sites as bad
- How to deal with the 5*8 working hours and the 24/7 service
- How to account this in PPT
- Who may block a site in certain circumstances
- Need to monitor Grid Core Services ie CSFT – Core Services Site Functional Tests

The last step of the operations procedure is to be validated later in the meeting in order to be presented for official validation at the ARM5 on September 30th. Delay of site reaction could be modified to integrate site's availability?

CODs are supposed to “diagnose” a problem, assign the associated ticket to a given site/ROC and escalate the tickets. Failover procedure need to be set-up in order to take care of the case when there is a failure of GGUS, GOCDB2, SFT2 and CIC web site. Need further investigations. The list of Core services available from the CIC managers has to be completed with the instances needed for the grid to operate – from the EIS team cf MT - so it can be specified into the GOCDB2 by CODs and then monitored from their status which is published into the Info. Provider. Action to work out the glueschema accordingly on Laurence Field – LCG2.7.

*The issue of work duration 5*8 and the PPT tools are to be addressed by the OMC. AM states that these matters could be recorded in a Frequent Asked Questions paragraph into the operations procedure. These issues are to be addressed first by higher political bodies.*

➤ 2. Operation procedure matters - HC – 14h00

The operations procedure is under revision to take into account the new tools and uses since the first version late March, the latest version can be found at the following url:
http://egee.in2p3.fr/tmpdocs/opMan_2005_09_08-2.rtf.

The two following instances of “suspension” and “downtime” are to be clarified with the feedback from everyone since last operations workshop in Bologna and modifications will be integrated to be presented at the next ROC managers meeting on Friday September 30th.

- “Suspended” status in the GOC DB as last escalation step:

PN: has a schema which will be presented at the operation workshop in order to suspend a site practically - New Freedom of Choice tool written by JN.

ST: Not all sites do schedule downtimes for upgrade. Modify “deadline” to “end of time” of deadline.

- How to declare a scheduled downtime: no comments

➤ 3. Service challenge operations and future needs –JC-14h30

Service challenges specific services LFC, FTS, SRM SE to be closely monitored by September next year. The requirements are driven by the VO needs given in the MoU following the following workflow: T0—T1-T1—T2. The monitoring tool is Gridview that has currently no hourly nor daily tests. User support is driven by mail to SHIVA to VO experts. Procedure has to be setup.

- *MS: The workflow and all dependencies of “Adding a new core service” have to be identified. The core service list is VOs driven. Documents have to be established, GOC definition has to be implemented and monitoring from the InfoProvider has to be developed.*
- *JC: Same has to be dealt with for user-support.*
- *MS: Pre-production monitoring has to be considered. Following glite services might be considered (fireman, glite I/O, new accounting..). Outside groups have to be able to add tests within the SFTs.*
- *PN: “How to add new tests for VO” is OK as a tool developed for JN for the Lhcb VO already exists. Sites monitoring and storing facilities are taken care of, tests associated with a given VO is now done, the site’s services are to be taken care of.*
- *MS: Separation of the CE/SE and the services tests?*
- *MT: We have to test the data schema. For the time being, Cern is mainly involved with PN, JN, MT and JC. We may have first to get 3 levels into the GOC for core services, local, regional, project wide*
- *MS: GOC three levels of services, SFT2 test data schema, GGUS. A level of priority/severity and criticality has to be applied to the problems detected. We have to get contact infos for the different levels of support. Alarms from the GIIS Monitor, FTP transfers and T0-T1 network monitoring has to be triggered as some Service Challenge threshold for real-time reaction and high quality of service implementation. Each one of the new services to be considered as core will drive the development for several new tests associated to it.*
- *Action to elaborate a workflow and the data schema, PN, JN, DK, JC, MT, HC.*

➤ 4. Operations metrics – PN-AM - 16h00

The SFT2 test set is in place correlated with JN’s tool. These are to be pushed later into RGMA. EIS team knows about the possibility to submit VO specific tests as LHcb already uses JN’s new tool correlated with FCR. The new interface came into production last week.

The new metric web page allows hourly reports on critical SFTs and gstat results. Daily metrics are then constructed: when all tests are OK for all day a ratio of 1 weighed by the number of CPU of the site is applied. Data is integrated over time to provide then week and month average.

NOTA : When a site drains its queues before a SD it is then recorded as unavailable to the grid anyhow..

- *AM: the figures themselves need to be downloadable in RGMA. Harmonisation with Min’s metrics display would be useful*
- *PN: These are quality metrics. Gstat and SFT results derive in some “no dimensional criterion”.*
- *MS: The VOs will infer then why they cannot get out of the grid what they are entitled to. They will have also a way to check how well the follow-up in the regions works is. Example: how the Geant application and metrics work could help us determine a right set of quality metrics for VOs.*

➤ 5. GOCDB Requirements – DK-17h00

Priorities of developments are now discussed in a small committee. The current status of the new developments is available at the following url:

<http://goc.grid-support.ac.uk/gridsite/gocdb/gocdb2.html>

Notification to ROCs into GOC DB advisory group is to be discussed at the meeting scheduled September 29th at Culham Centre. Levels of alerting system and the kind of alarms are to be determined. There is a need for GOC Wiki.

Scheduled downtimes per node are already available and the monitoring during periods of downtimes can be disabled. GOC DB has currently an API based on web services. All issues are to be sent to the GOC DB advisory group.

As for interoperability matters, GOC DB is able to extract info for mandatory records; however, input data has to be centralized and OSG appears as a site, as political issues are still to be addressed.

➤ 6. CIC portal developments – GM - 17h30

The dashboard for CODs has been redesigned and the sites are listed from the top down on the site size criterion. A new architecture based on an intermediary layer based on web services separates the display from the information sources. This project called Lavoisier is underway and the ROCs' weekly reports will be the first topic to be released in production by COD5 in Pisa.

- *MT: It is useful to provide on the COD dashboard the experts's contacts list as a first failover procedure on the different monitoring tools that are used to do COD shifts.*

Example : gstat, sft, ggus, goc, services' experts. Action on HC to gather such contacts.

The "certificates lifetime" results could be also on the monitoring page (MT&DK).

➤ 7. GGUS developments in relation with COD operations – AM - 18h00

The TPM model is implemented. It directs tickets to the right support unit including to specific VO support units. EGEE VO are entitled to look for support within GGUS and LCG VOs provide also their own dedicated support units.

Some info as the number of user based on the DN has to be carefully dealt with as privacy matters are not cleared out. A site admin can contact the VO manager only -if the e-mail is not in the DN.

Actions	Responsible(s)	Status /Deadline
➤ COD4-#1: Changes into COD list	GM	done
➤ COD3: MTH to add non EGEE sites to ROC_CERN that also concerns GM for the CIC portal ROC manager is Markus Schulz and deputy is Piotr Nyczyk, Laurence Field, Marten Litmaath, Judit Novak, David Smith to be considered as ROC staff.	MTH PN	Ok in CIC portal
➤ COD4-#3 : Glueschema and service status	MS/LF	-
➤ COD4-#2 : Metrics from GGUS dump	HC/GM	COD5
➤ COD4-#3: Elaboration of new service dependencies workflow and dataschema	PN,JN,DK, JC,MT,HC	-
➤ COD3-#4: Request for TW CIC integration	MT, HC	COD5
➤ COD3-#5: Contact lists for failure of tools	HC	-
➤ Organization of next meeting – COD5	HC	Agenda to be defined

Next meeting: COD-5	Date :	2005_10_25
	Location:	PISA
	Agenda:	TBD