



Enabling Grids for E-science



Open Science Grid



Operations Parallel Session Summary

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CERN IT/GD

Joint OSG and EGEE Operations Workshop - 3

Abingdon, 27 - 29 September 2005

www.eu-egee.org

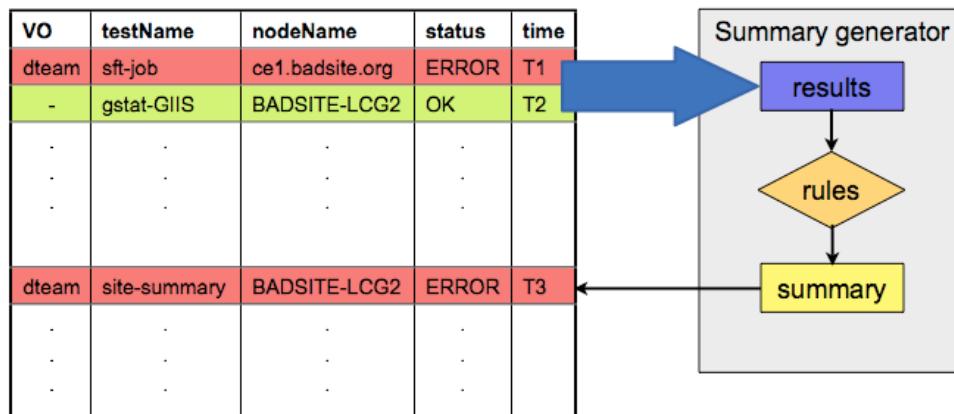
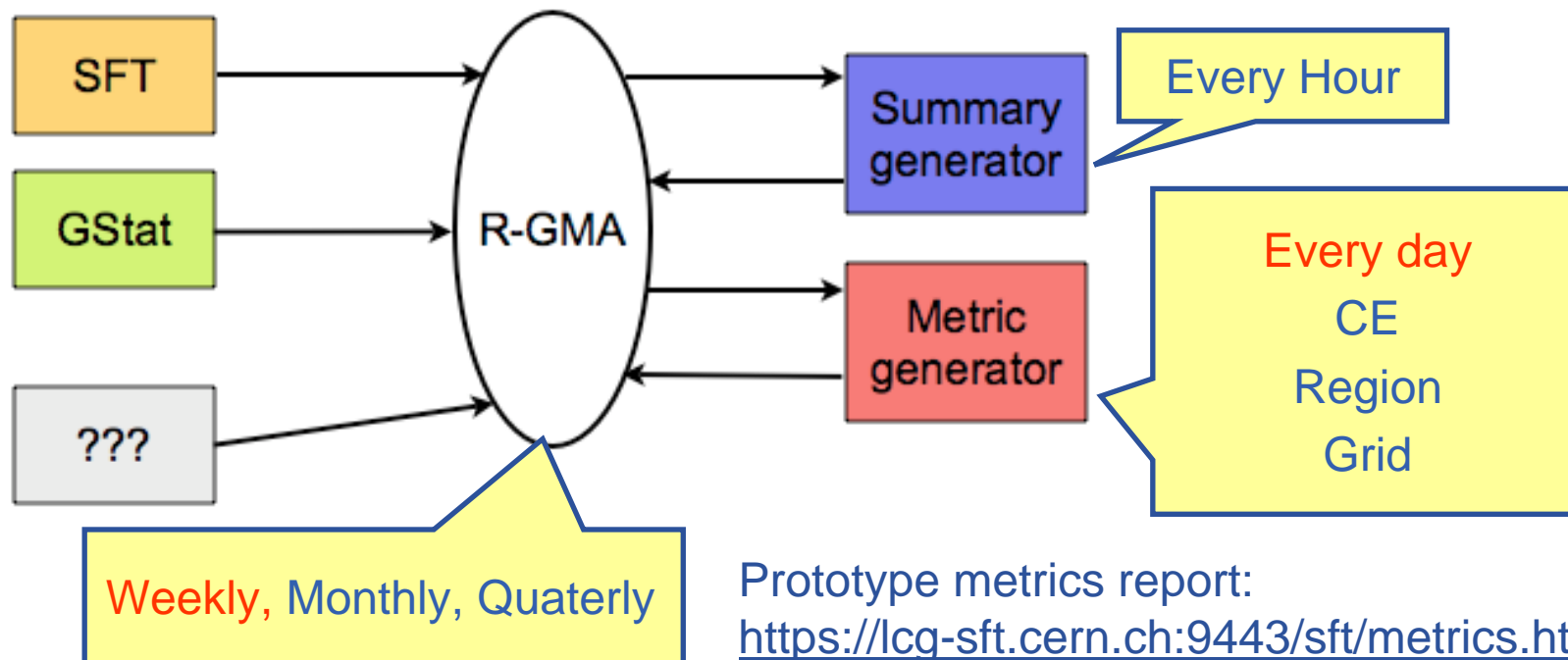


Information Society



- Metrics
- Integration of new services

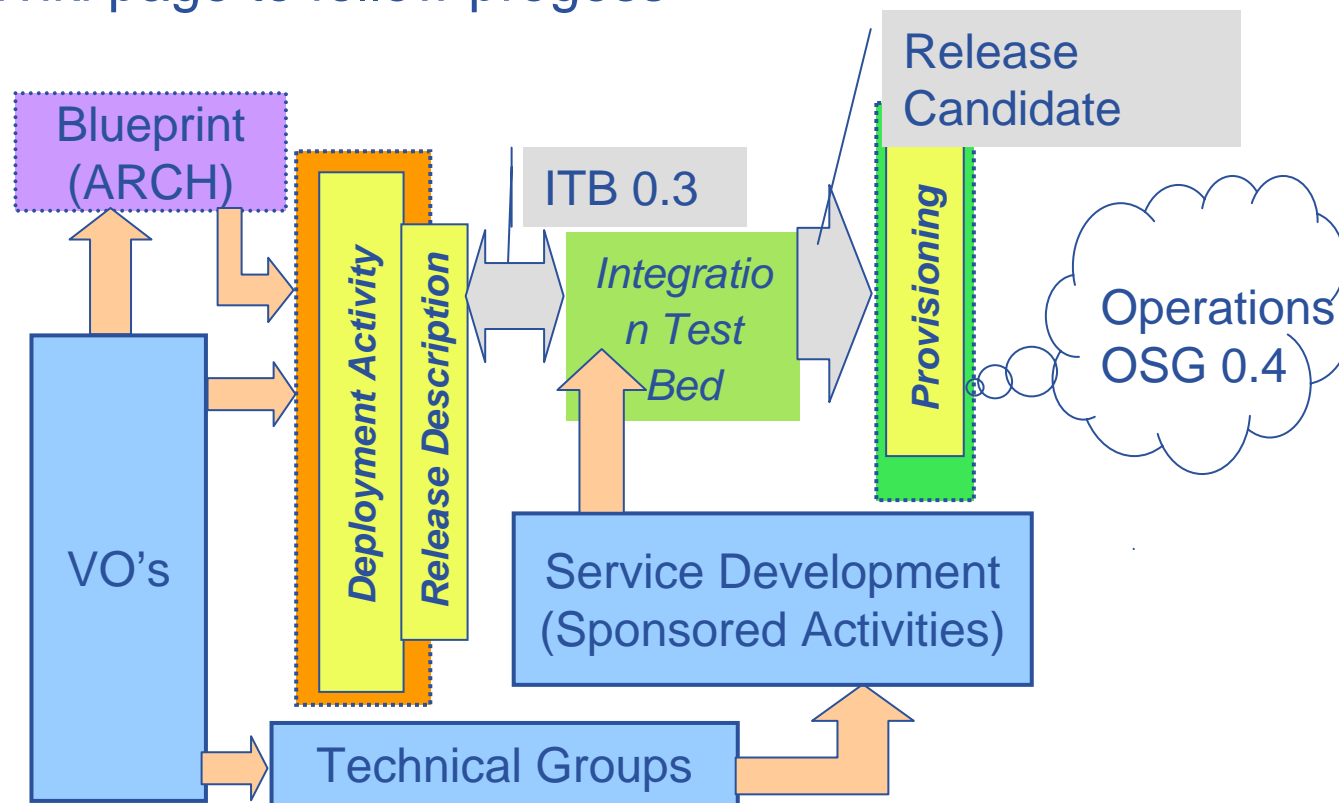
- OSG and EGEE/LCG are producing “weather reports”
- Assessment of the grid quality based on tests used in operations (core functionality)
- Progress since last workshop:
 - EGEE:
 - First shot at an implementation
 - *Based on SFT*
 - *Doesn't cover all central services ----> created a list*
 - Work group (ROC managers) have produced a wish list
 - *Needs to be synchronized with practical work*
 - OSG:
 - Metrics and Goals - Miron Livny
 - Problem: How to decide what is critical-----> VOs



QuickTime™ and a
TIFF (Uncompressed) decompressor
are needed to see this picture.

- Defined the critical services
- Guide for target definition: LCG MOU
- **Central Services**
 - Resources Broker
 - David Kant can adapt his RB mon
 - CE
 - MyProxy
 - BDII
 - Gstat has components to provide this (Min?)
 - R-GMA
 - Analysis from logfiles (gridView team)
 - LFC
 - Indirect by SFT, now each local and VO specific (SC team)
 - FTS
 - No probes available and complex
 - SRM
 - Data management tests at higher frequency (David Kant)

- Triggered by LCG SC 3 experience
- EGEE goal: All services are under COD operations!
- OSG has a defined process
 - Wiki page to follow progress



- **User support procedures (GGUS)**
 - Troubleshooting guides + FAQs
 - User guides
- **Operations Team Training**
 - Site admins
 - CIC personnel
 - GGUS personnel
- **Monitoring**
 - Service status reporting
 - Performance data
- **Accounting**
 - Usage data
- **Service Parameters**
 - Scope - Global/Local/Regional
 - SLAs
 - Impact of service outage
 - Security implications
- **Contact Info**
 - Developers
 - Support Contact
 - Escalation procedure to developers
- **Interoperation**
 - ???
- **First level support procedures**
 - How to start/stop/restart service
 - How to check it's up
 - Which logs are useful to send to CIC/Developers
 - and where they are
- **SFT Tests**
 - Client validation
 - Server validation
 - Procedure to analyse these
 - error messages and likely causes
- **Tools for CIC to spot problems**
 - GIS monitor validation rules (e.g. only one "global" component)
 - Definition of normal behaviour
 - Metrics
- **CIC Dashboard**
 - Alarms
- **Deployment Info**
 - RPM list
 - Configuration details (for yaim)

- **Leigh:**
- **Why can't we move services through more quickly?**
- **Why can't the software/software work the first time?**

- **We have to find a way to start work before a service has met all criteria**
 - Pilot service??
- **Release process:**
 - Minimum 1 month in EGEE/LCG
 - OSG “organic” but not faster

Metrics have moved from discussion to prototypes

Partners volunteered to help to fill the gaps

COD well established

first shot at a “tick list” based process to introduce new services

- **Did we meet the goals?**
- **From the agenda:**
 - *Interoperation: all aspects; what makes sense? what can be achieved? what can we learn from each other?*
 - *Plenary*
 - *Metrics: to demonstrate a reliable, performant, robust, supported service that improves in quality*
 - *Progress, work distributed*
 - *Integrating LCG Service Challenges and pre-production service into the regular operations*
 - *TickList*
 - *Monitoring tools: where are we? what is missing? How do we fill in the gaps?*
 - *Plenary*
 - *(EGEE) Release/deployment process in the SC/LHC era*
 - *ROC managers meeting*