WLCG Service Report

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WLCG Management Board, 24th February 2009

Overview

☺ **Today's report will be short: no "major" incidents last week**

- There was the usual background of problems that were addressed as they arose – see minutes from daily calls

- **I believe that we agreed at last week's MB to include some additional "key performance indicators" – such as:**

    1. **Summary of (un)scheduled interventions (including overruns) at main sites,**
    2. **Summary of sites "suspended" by VOs,**
        - **Do sites always (even?) know they have been suspended?**
        - ➢ **Experiments to report changes of state at daily meetings**
    3. **Production / analysis summaries**
        - **e.g. CMS Site Availability report - here**

GGUS Summary

VO concerned	USER	TEAM	ALARM	TOTAL
ALICE	3	0	0	3
ATLAS	16	16	0	32
CMS	13	0	0	13
LHCb	9	2	0	11
Totals	41	18	0	59

☺ No alarm tickets – this may also reflect activity

- Increasing use of TEAM TICKETS

- Regular test of ALARM TICKETS coming soon!
  - See https://twiki.cern.ch/twiki/bin/view/LCG/WLCGDailyMeetingsWeek090223#Tuesday under AOB

Intervention Summary (fake)

| Site	# scheduled	#overran	#unscheduled	Hours sched.	Hours unsched.
Bilbo	5	0	**1**	10	4
Frodo	1	1	0	2	**22**
Drogo	**27**	0	0	**165**	0

- As with GGUS summary we will drill-down in case of exceptions (examples high-lighted above)

- Q: what are reasonable thresholds?

- **Proposal:** look briefly at **ALL** unscheduled interventions, **ALL** overruns and "high" (TBD) # of scheduled

# (Some) Unscheduled Interventions

Site	Reason
NL-T1 (SARA-MATRIX)	A DDN storage device partially crashed and needs a cold reboot and some additional actions. We are uncertain how long it will take. The SARA CE's may be affected. Period announced 23-02-2009 09:30 – 11:15 Intervention terminated 23-02-2009 12:20
NDGF	Some dCache pools offline from time to time due to bad hardware causing spontaneous reboots. Period announced 20-02-2009 15:22 – 23-02-2009 15:22 Terminated 23-02-2009 16:25

- We need to automatically harvest this information and improve follow-up reporting
- **A convenient place to provide such a report is at the daily WLCG operations call!**

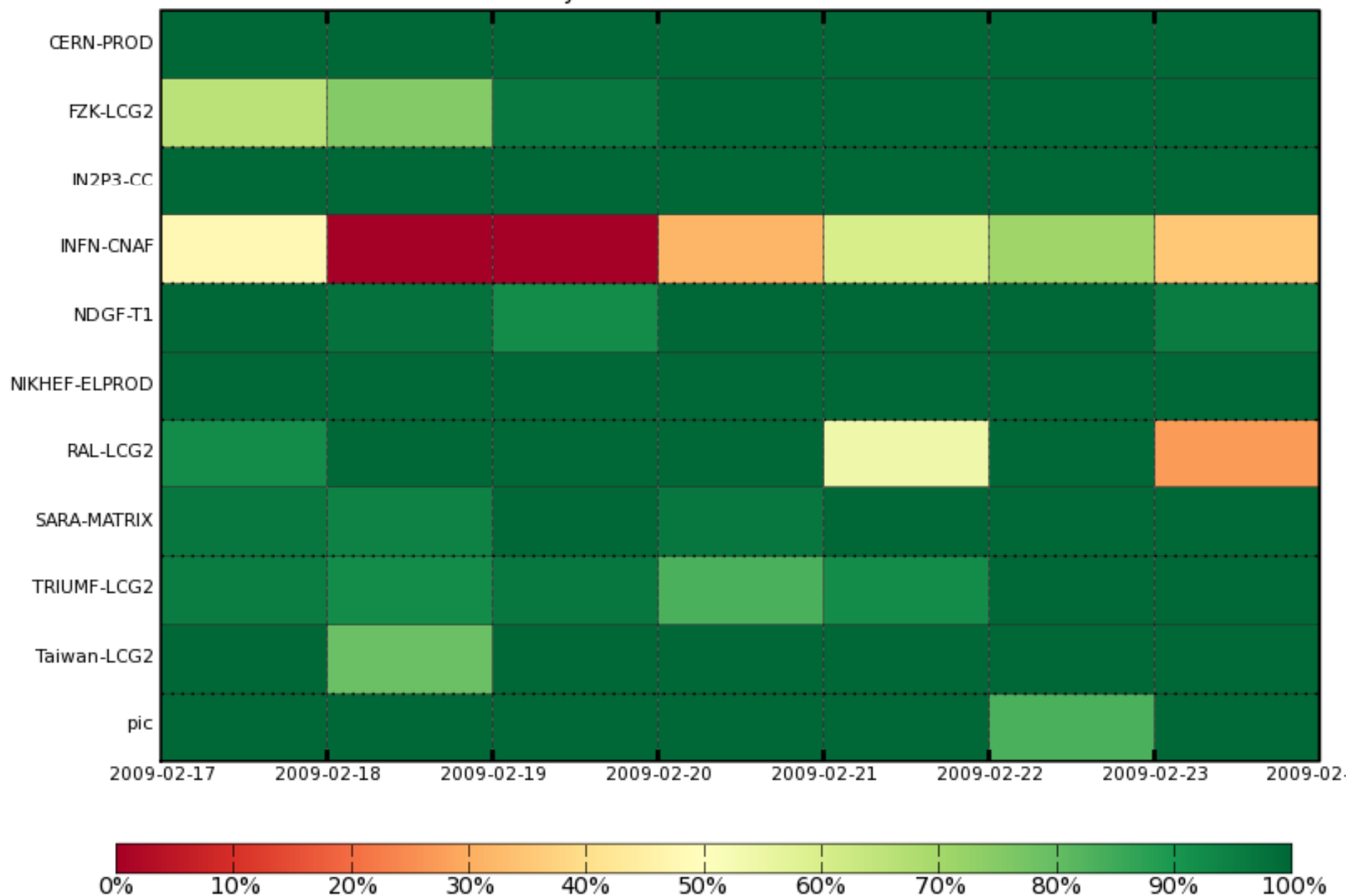**ite Availability using WLCG Availability (FCR critical**
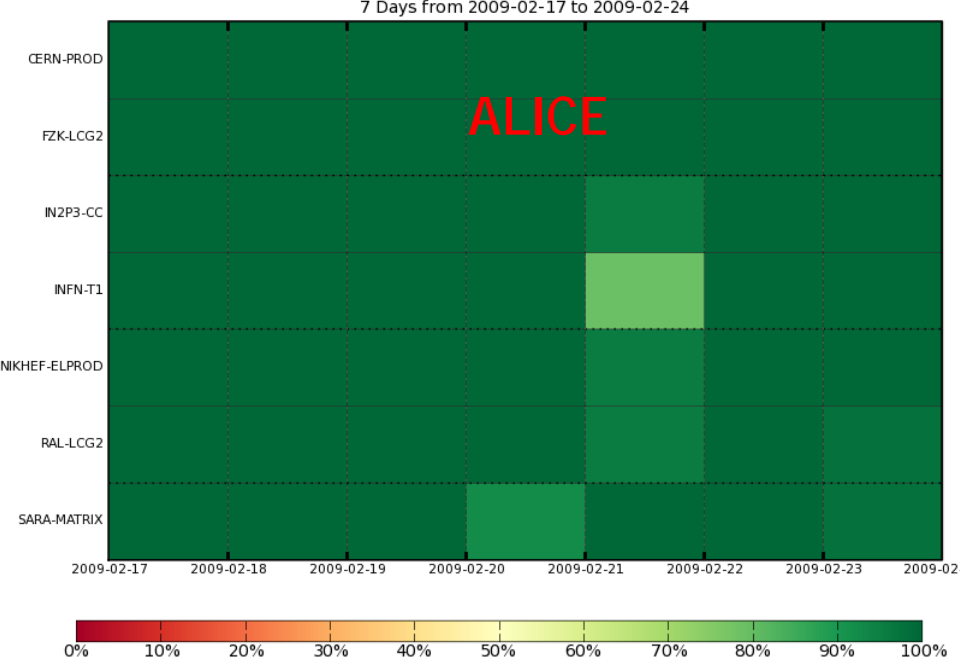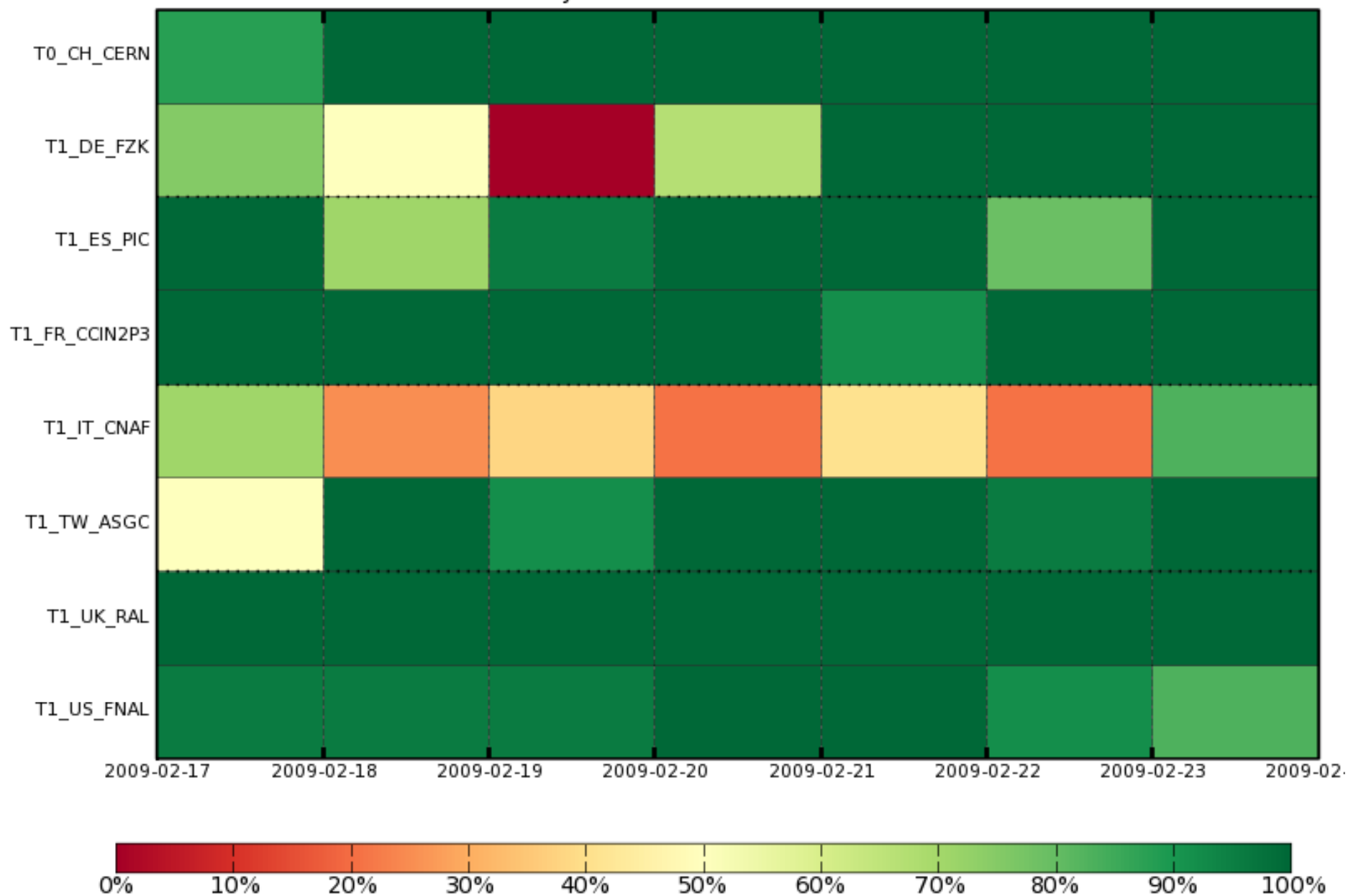
Site Availability using WLCG_SRM2
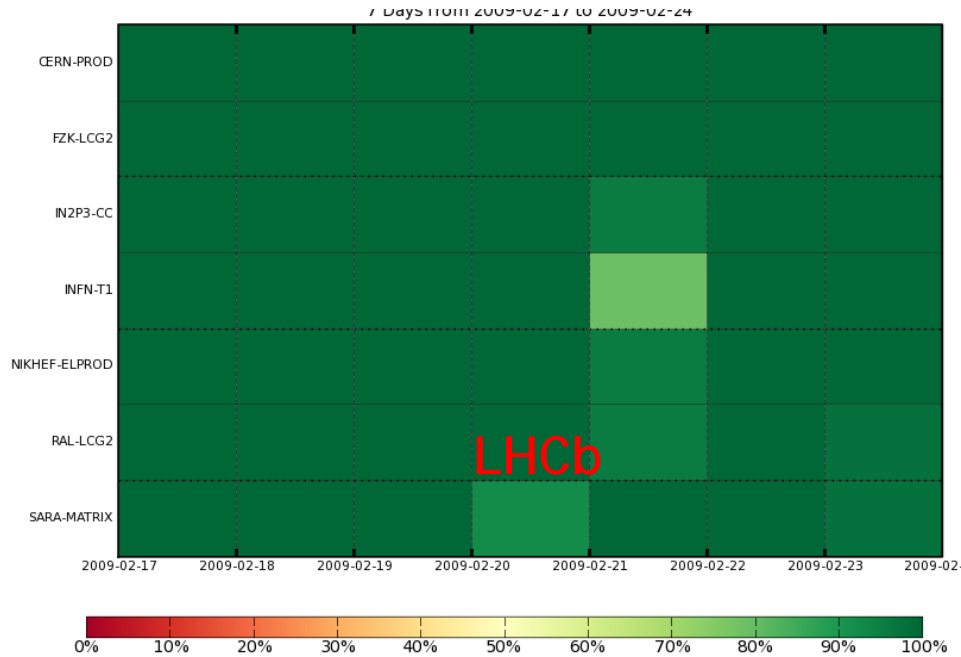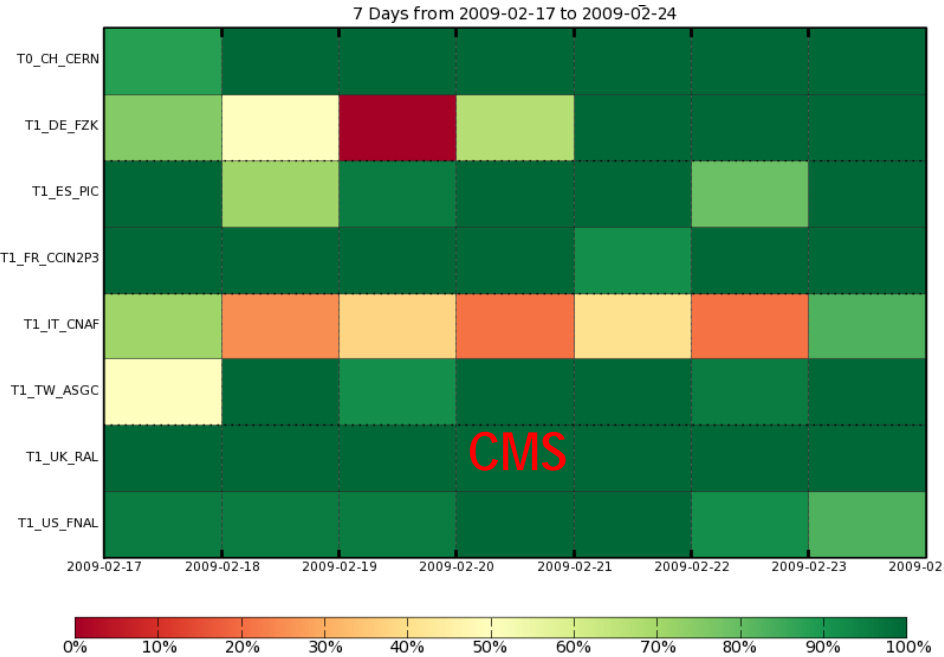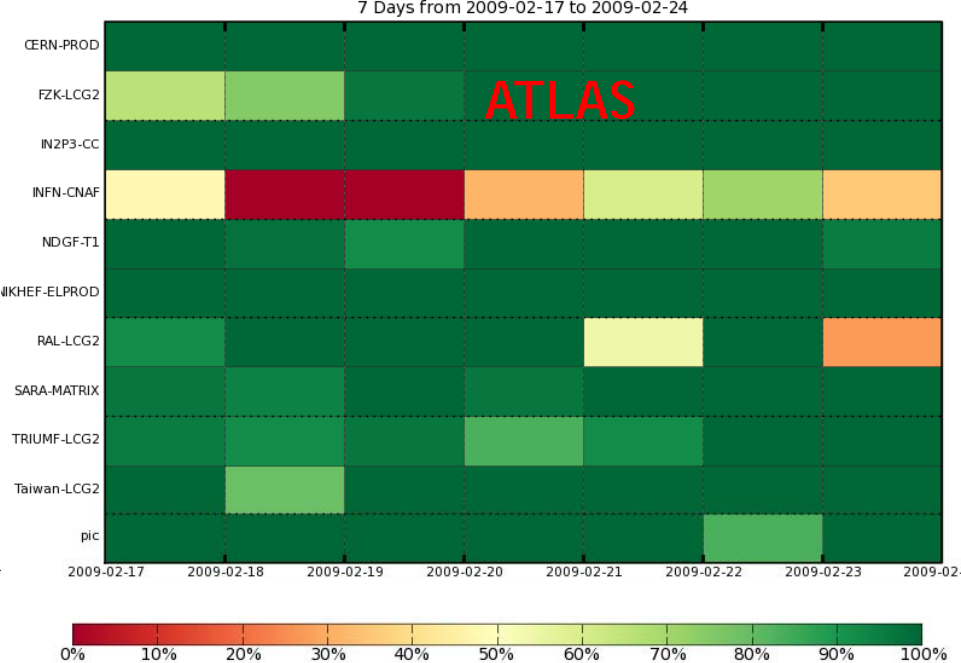
ATLAS **Site Availability using WLCG_SRM2**
7 Days from 2009-02-17 to 2009-02-24

CMS **Site Availability**
7 Days from 2009-02-17 to 2009-02-24

Summary

✓ Another smooth week – the **3rd** in a row

■ **Still some work to do on streamlining & automating reporting**

☺ **Essentially all of the above information is – or could be – generated fully automatically**

➢ **What is left is the follow-up and analysis of exceptions**