



Open Science Grid

OSG Tier 1 Notifications and Ticket Exchange

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Overview

- GGUS Ticket Exchange with OSG is working smoothly.
- US ATLAS Ticket Created in GGUS since June 1st: (23 tickets)
 - Average Time of Ticket Creation 2.25 Minutes. (From submission in GGUS to Creation at Tier 1)
 - Spread between 1 and 6 minutes.
 - One Tier 3 ticket took ~4 hours. (Not under the direct routing procedure)
- US CMS is not using direct routing, though they were invited to talks in December when we put this in place for US ATLAS. During the same time period only 2 US CMS tickets were created.



OSG Procedure for ALARM Tickets

- We have added an optional SMS contact field to all of our contacts in OIM. This is useful in the GGUS ALARM situation but also has potential for future use in OSG procedures, as well as expansion into Tier 2s if a future need arises.
- Once this is in place and explained to the Tier 1 contacts, they will be allowed to choose to populate this field as they see fit. This can be worked out amongst the Tier 1 managers and the VO.
- An address will be given to GGUS to query this field for Tier 1s with proper authentication.