

Site Availability at Tier-2s GridView vs. Reality

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

- Site availability measured as CE & sBDII & SE & SRM from SAM tests.
- GridView reported availabilities for UKI-SCOTGRID-GLASGOW seemed unreasonably low: often 80-90% when CE test alone was in high 90s.
 - sBDII test was 99.9%
 - SE and SRM tests were much worse, 95-97%
 - So measured availability often fell below 90%
- Detailed investigation of SE and BDII failures revealed very many failures due to the SAM BDII at CERN.
 - Results from SAM from 2-29 March for UKI-SCOTGRID-GLASGOW:

Test	Failure Rate	SAM BDII Failures	Site Failures	Unknown/Other
SE	20/650	18	1	1
SRM	18/650	16	1	1

Tier-2 Site Availability

- SE & SRM availability measured by SAM and shown in GridView for 28 days is 94.5%.
- When SAM BDII failures are excluded this rises dramatically, to 99.5%
- These SAM BDII failures are really annoying because
 - They are distorting the availability figures significantly for good sites
 - The site can do *absolutely nothing to improve* the situation
- What would improve things?
 - A better SAM BDII service to reduce failures
 - Filtering out BDII failures from the availability calculation for sites
 - The failures are easy to spot and have characteristic error messages
- Tier-2s are aiming for 95% availability
 - This just isn't possible with a 5% false positive rate
 - When the tests introduce so many false positives admins are not looking at their sites to improve them, but puzzling over "where SAM went wrong this time"

The Ugly...

- The CIC portal is asking sites to report only on the CE tests, not on availability
 - So most sites are not monitoring their availability yet
- SAM has no single page to check on availability
 - We need at least a “one stop shop” web page to see the site’s availability status
 - Better if there was an RSS feed which flagged any availability failures
 - Paul Millar’s working on a MonAMI SAM plugin which can do this
- GridView has a number of problems
 - A ludicrous 10% quantisation on the plots
 - Bizarre and difficult 6 letter names for sites (our new site is SCOTG, the old one was GLSGW)
 - Learn from the excellent accounting interface, with a collapsable tree view with region and GOC site names