WLCG Service Report

6 weeks, September 5 – October 17

WLCG Management Board, Oct 17, 2023

Panos Paparrigopoulos, Maarten Litmaath

v1.0

Operations Coordination meetings

- These meetings normally are held once per month
  - Usually on the first Thursday

- Each meeting has a standard agenda plus usually at least one dedicated topic, announced in advance

- Experiments and sites are kindly asked to have the relevant experts attend, depending on the topic(s)

- Next meeting on November 2
  - TBD

Operations [Coordination](#) highlights

- **Progress report for the [Unified Experiment Monitoring](#)**
  - Grafana dashboard to simplify the provision of RRB plots
  - CMS raised some concerns about the use of (possibly non-scrutinised) experiment-specific monitoring in central reports

- **Accounting and pledge management [survey results](#)**
  - To be followed up and presented in the [December GDB](#)

- **ATLAS**
  - The ARM Cluster in Glasgow demonstrates good agreement with x86_64 results for *sim, reco, derivation*
    - Resources will also be offered to other experiments for software validation
  - The Google project has been completed
    - An ATLAS-internal TCO document is currently being prepared
    - A follow-up project ("Phase 3") is under discussion
  - Taiwan's migration from T1 to "US-cloud" T2 is ongoing

Operations Coordination highlights

- CMS
    - The KISTI T2 has been re-enabled after its security incident was deemed fully resolved
    - Migration from VOMS-Admin to the CERN IAM service requires a better support level of the latter

Selected items from Operations

- ## RAL
  - The Stratum-1 service at RAL was dysfunctional for several days, causing significant issues for ALICE (GGUS:163470), ATLAS and LHCb.
    - 13 ALICE sites were affected, including 4 T1s.
    - The service was up, but severely outdated, yet CVMFS clients were led to believe everything was fine.
    - This serious issue has been reported to the CVMFS developers, who have started looking into making the client more intelligent as of the next major release.

Service Incident Reports

- No new report

GGUS summary (6 weeks, Sep 4 – Oct 15)

VO	Incidents	Alarms	Total
ALICE	1	0	1
ATLAS	64	0	64
CMS	81	0	81
LHCb	13	0	13
Totals	159	0	159

GGUS incident tickets

■ Total ALICE ■ Total ATLAS ■ Total CMS ■ Total LHCb