

## Operations procedures: summary for round table

*Maite Barroso*

*OCC, CERN*

*Maite.Barroso.Lopez@cern.ch*

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- **SAM - Gstat 7**
- SAM admin 2
- GridView 2
- **CIC 3**
- **GOCDB 3**
- **GGUS 5**
- Other:
  - MoniFarm (1)
  - FailRank (1)
  - Unix Monitoring Tools (1)
  - Central Logging Server (1)
  - **Nagios 4**
  - **Ganglia 3**
  - GridICE 1
  - Experiment dashboards 1
  - **Local scripts 2**
  - **ELFMS (quattor) 3**
  - Remedy 1
  - Monalisa 1

- **Mw logs 4**
- Replicated sam admin 1
- **Operational site admin manual 3**
- Firewall rules 1
- Adding of a stamp from local batch system to a job's ID to improve traceability of jobs from UI to WN 1
- Tool do to correlation statistics for difficult problems related to load etc. 1
- SAM alarms directed to the site 1
- Support for scheduled upgrades 1
- Search engine in CIC portal 1
- Service monitoring 1
- interaction CIC-CIC Operator-SAM-GOCDB-GGUS 1

- Similar scheduled/unscheduled causes in most of sites
- MANY unscheduled interventions (as many as scheduled?):
  - Cause? Some related to mw instabilities
  - Is realistic to think that the number will go down?
  - Or we better prepare for good information and recovery?

- Service Redundancy 1
- **Tests/validate before deploying (in PPS or SA3 or by site) 3**
- Sequential updates 1
- Only apply sw updates between LHC runs 1
- **Overhead of porting to fabric management tools 2**
- Updates less frequents: 1 per month? 1

- **Remote users**
  - **GGUS 4**
  - Helpdesk 2
  - **e-mail 5**
- **Local users**
  - **phone 3**
  - face-to-face meetings 2
  - **e-mail 6**
  - training events and workshops 2
  - local mailing list 2
- **Other:**
  - “Grid Clinic” day establishment (open grid lab)
  - High level meeting with users 1
  - When to use broadcast? 1

- **ROC communication *via regional mail, helpdesk, meetings* 5**
- weekly ops meetings 3
- **Rollout mailing list (fast and expert advice) 5**
- Ggus 3 (slow)
- Broadcast: too many! 2

- **Most problems are discovered and corrected before COD ticket**
- most issues detected by site admins through monitoring tools
- on some cases, issues have been reported by local users
  - 5-20% of problems detected by COD
  - 80%-10% of problems detected by users
- **CIC are very useful overall 4**
- links provided helping to solve the issue
- Make sure problems are solved (escalation)
  - spent more time on detecting/analysing central failures 1
  - COD people filtering information 1

Weekly reports: some duplication 1

Weekly ops meeting not very useful (preferred meeting with ROC) 1

Not attending 1

# Questions sent to the sites

- tools used in daily grid operations
- what features are missing to make your work easier
- examples of the most frequent scheduled interventions at your site
- examples of the most frequent unscheduled interventions at your site
- points to improve in communication with ROC, other sites, Vos, rest of the world...
- How do you plan deployment of updates/new versions so continuous production is not interrupted?
- Communication with users: how are you informed about operational problems at your site reported by local/remote users?  
Mail/GGUS/phone/other?
- Correlation of cross-site issues: is the operations meeting enough for this?  
How do you do it otherwise?
- What percentage of real site problems are detected and reported by central monitoring (SAM, COD) before you know about them?
- usefulness of the following operations bodies/meetings and suggestions to improve them: -
  - COD
  - your ROC support team
  - operations meeting