ITSRM report

Erez Etzion
ACCU Meeting
June 14, 2011
ITSRM

• “..Structured communications channels between the user community and the IT.
• Deals with the highest levels of IT strategy that impact the services offered to the users.
• Receives input on user requirements as well as coordinate necessary changes.
• Not an operational meeting although review important operational issues.
• The IT department then translates the decisions into actions .. “
IT Service Review Meeting (ITSRM) Members

Chairman
Sergio Bertolucci

Beams (BE)
Pierre Charrue, Frank Schmidt (deputy)

Finance & Procurement (FP)
Flavio Costa Fatima Najeh, Engineering (EN), Renaud Barillere

General Infrastructure Services (GS)
Reinoud Martens

Human Resources (HR)
Catharina Hoch, Lucy Lockwood (deputy)

Information Technology (IT)
Frédéric Hemmer, David Foster, Ian Bird, Tony Cass, Denise Heagerty, Stefan Lüders, Miguel Marquina, Mats Moller, Tim Smith

Physics (PH)

Technology (TE)
Pierre Strubin Etienne Carlier

ACCU
Erez Etzion

Secretary
Andreas Wagner
ITSRM 7 - Agenda (October 14th 2010)

1. IT Technical Users Meeting
2. Video conferencing
3. Service Management comes alive
4. Plans for a single Kerberos realm
5. e-groups privacy issue – Retirement of XP, Office 2003 and Vista

Minutes were distributed yesterday to the ACCU members.
ITSRM 9 - Agenda (April 7th 2011)

1. IT Technical Users Meeting
2. Retirement plans for Windows XP
3. Account Management issues
4. Service Management
5. AFS Status Report

Minutes will be distributed to the ACCU members upon approval.
IT Technical Users Meeting

• IT hold OPEN technical users meeting. Attendance ~70 half IT, rest from exps, depts.

• Discussed:
  – Request for MAC support
  – Plans to implement Indico chat room
  – Common browser support for diff. os.
  – Improve announcements of major service change
  – Reports on default Linux shell bash, Increase mailboxes to 2 GB, AFS protection
Video Conferencing

• Since 2007 **EVO** is a payed service.
• **Vidyo** was selected as an alternative, pilot started on 2010. (Numerous awards; “the next big thing”)
• Agreed on an overlap period.
• On October it was agreed to decide on Jan 2011 based on the pilot performance.
• Was not discussed on the last ISTRM, but the current situation is still not clear:
  – Many scale test
  – Some experiments prefer to wait for the shutdown
  – EVO -> EVOGH
• Stay tuned ..
Service management

- Plans presented on my last report..
- One service desktop for CERN 24/7 availability.
- The new Service Management at CERN is operational since February 15th and introduced new processes (incident and request fulfillment), a new tool, a new service catalogue for all services provided by GS and IT departments, a new service portal, a new service desk including new staff, and new roles:

- Current and near future activities include:
  - Knowledge Base - Support Rota - Concept of Power Users experiments & departments - Integration with GGUS, EDH and D7i - LANDB, CDB - Extend Service Catalogue (HR and FI)
  - Reporting, monitoring and measuring the quality -
Phase out XP, Vista, office 2003

• Migration to windows 7, office 2010.
• OpenOffice currently not considered
• Stop support 2012.
• Following meeting – numerous windows-based components in production (SCADA, OPC servers..)
• Need to coordinate with LHC schedule.
• Desktops – stop support at Jan 2012. Production machines suggest new projects to use win7 when possible, Existing projects request support for win 7 during the long shutdown
1. Recently several specific and limited incidents affected the AFS service
   (Slow access – solved, client locks caused busy server- solved, files unavailable- reestablished, root investigated)
2. AFS performance is determined by the HW. IT treat problems on the spot. All PBs caused less than 6 hours downtime, less than 1% of the data -> 99.997% availability.
3. Planned changes: increase max home directory (2->10GB), “unlimited” space available in AFS project space and all will be backed up.
4. AFS performance is back to very good level thanks to the AFS team effort.
e-group Privacy follow-up

- Some E-Groups can expose potentially sensitive data about members based on their meaning e.g. Staff-Association members

To improve the privacy aspects of e-groups along the following timeline:

2011 Q1 Implement privacy controls on private lists in Active Directory
2011 Q4 Implement private groups in LDAP following Kerberos merge
2012 Q4 Upgrade Domain Controller protocols following XP retirement