



WLCG Service Report

3 weeks, August 28 – September 17

WLCG Management Board, Sep 17, 2024

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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 Oct 3
 - Topics TBD

Operations Coordination highlights (1)

- The New WLCG Helpdesk – status and plans
 - Pilot running phase until end of 2024
 - Integration with CERN ServiceNow to be finished in particular
 - Any VO already registered in GGUS should be able to use it
- APEL client, parser and SSM client updates
 - Several issues fixed
 - Rpms available from WLCG repository
- New WG for job allocation and handling
 - To develop recommendations regarding efficient core count(s) for job allocation and the handling of jobs with specific requirements
 - More site representatives needed
- Token transition update

Selected items from Operations (1)

- ALICE
 - Thanks very much to **IHEP Beijing** as T2 also for ALICE now!
- ATLAS
 - CNAF: normal operations again
- LHCb
 - CNAF: waiting while the tape buffer was being flushed and switched
 - Filled up the tape buffers at KIT and PIC

Selected items from Operations (2)

■ CNAF

- Significant progress with understanding the performance issues of the new disk servers at occupancies $\geq 95\%$
 - Working with the vendor towards a solution
 - New LHCb tape buffer configured on a different system (1PB) to mitigate the issue
 - Requested LHCb to increase the load of jobs to test performance / limits
- Intermittent network issues affected storage services Sep 12-13
 - Temporary patch applied & follow-up with the manufacturer of the faulty equipment

■ FNAL

- Closure period ended without issue

■ CERN

- Completed the migration of capacity from Point 8 to the PDC (Prévessin Data Centre)

Service Incident Reports

- Report from CNAF pending

GGUS summary (3 weeks, Aug 26 – Sep 15)

VO	Incidents	Alarms	Total
ALICE	1	0	1
ATLAS	27	0	27
CMS	45	0	45
LHCb	10	0	10
Totals	83	0	83

