



WLCG Service Report

4 weeks, January 21 – February 18

WLCG Management Board, Feb 18 2025

Panos Paparrigopoulos, Maarten Litmaath

v1.1

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 March 6
 - Update from the APEL accounting team
 - Short update on the Helpdesk migration aftermath

Operations Coordination highlights (1)

- Follow-up of WLCG review of accounting and pledge management tools (CRIC & WAU)
 - All the requests targeted to WLCG central ops (CRIC/WAU/WSSA) have been addressed.
 - The EGI Accounting Portal and APEL have also improved their functionality based on the outcomes of the review.
- CVMFS Stratum-1 monitoring
 - Squid monitoring experts in ATLAS and CMS will also consider Stratum-1s
- WLCG Helpdesk update
 - Final details before the transition from the legacy system were discussed
 - A **successful transition** to the new helpdesk happened on January 29
 - This was made possible **thanks to** a lot of preparatory work from the **GGUS Team** as well as **operations experts** in the **experiments!**
 - The new system is continually being improved in an agile way
 - Downtimes will be scheduled only for major updates

Selected items from Operations (1)

- CMS
 - Rucio has been switched to IAM on HA Kubernetes as of Feb 10.
- LHCb
 - Some struggling with tape staging failures at CNAF ([GGUS 681920](#))
 - After some developments in StoRM, the situation seems improved
- FNAL
 - Migration of the tape system from Enstore to CTA: the new system is first being tested with HI data. The migration is scheduled for April.
- CERN
 - IAM transition from OpenShift to HA Kubernetes has progressed
 - ALICE and LHCb are done
 - ATLAS and CMS are chasing configurations still to be updated

Service Incident Reports

- No Service Incident reports since the last MB.

GGUS summary (4 weeks, Jan 20 – Feb 16)

VO	Incidents	Alarms	Total
ALICE	2	0	2
ATLAS	55	0	55
CMS	39	0	39
LHCb	21	0	21
Totals	117	0	117

