

LHCOPN – OPS WG - report

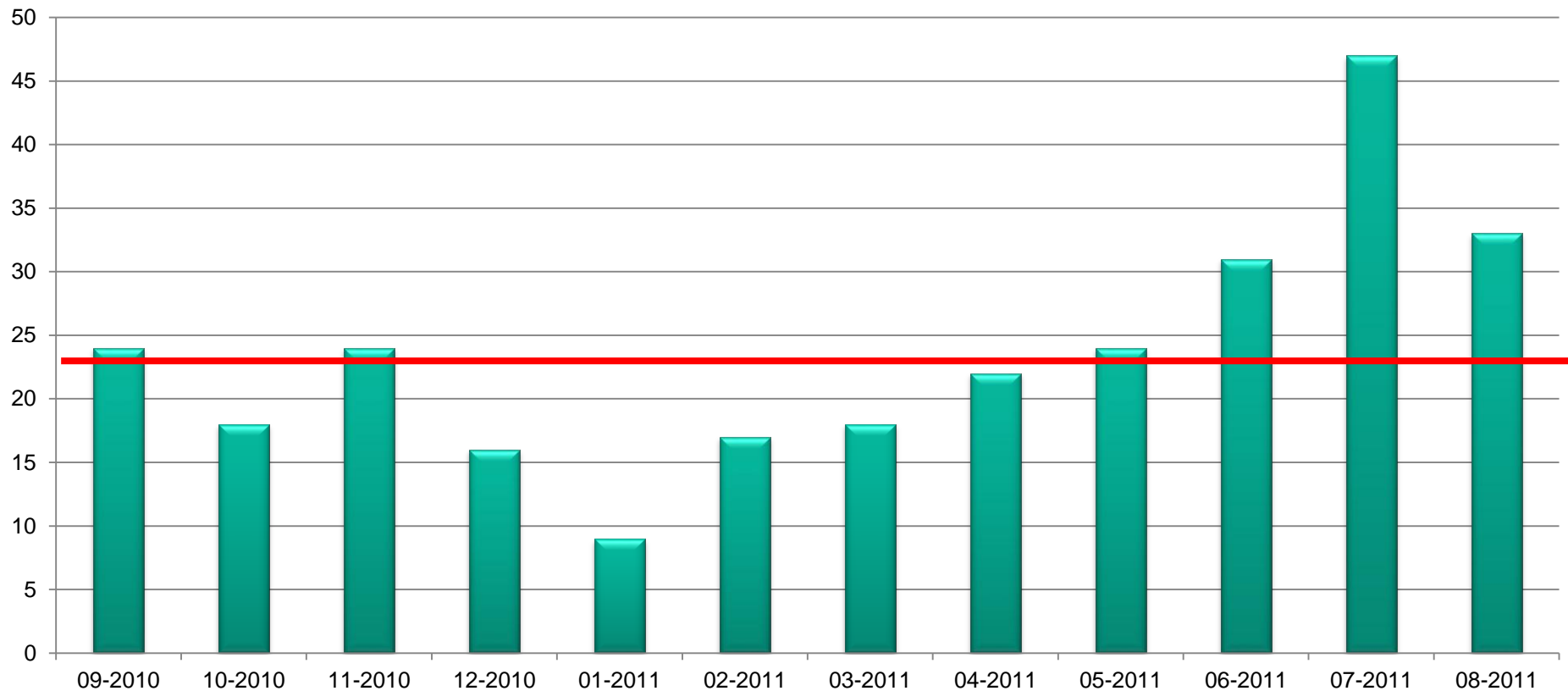
Bruno Hoefft (bruno.hoefft@kit.edu)
Amsterdam LHCOPN meeting 26th – 27th Sept. 2011

STEINBUCH CENTRE FOR COMPUTING - SCC



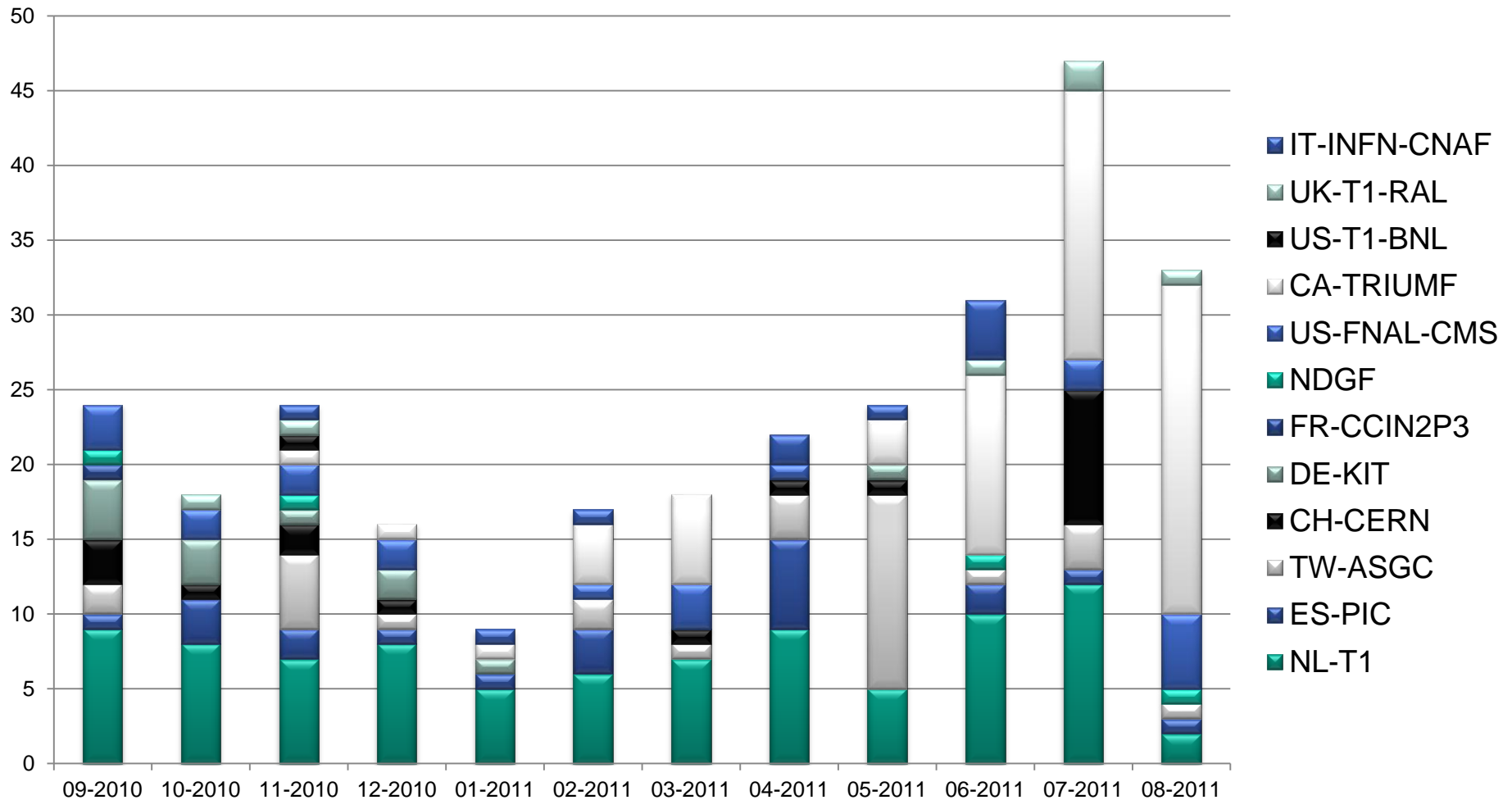
Some statistics : GGUS tickets (last 12 months)

GGUS-tickets-number

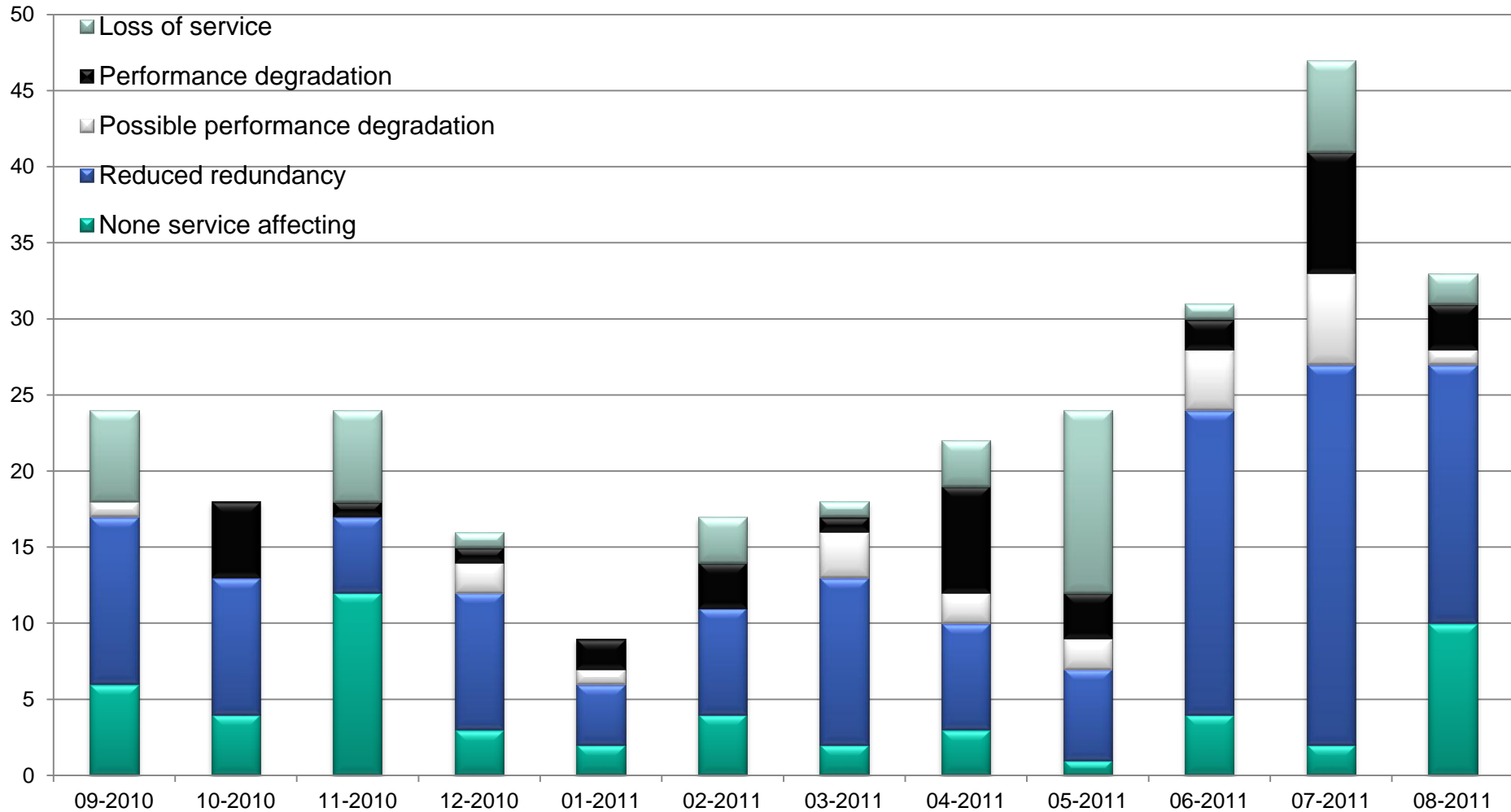


— average : 23 tickets / month

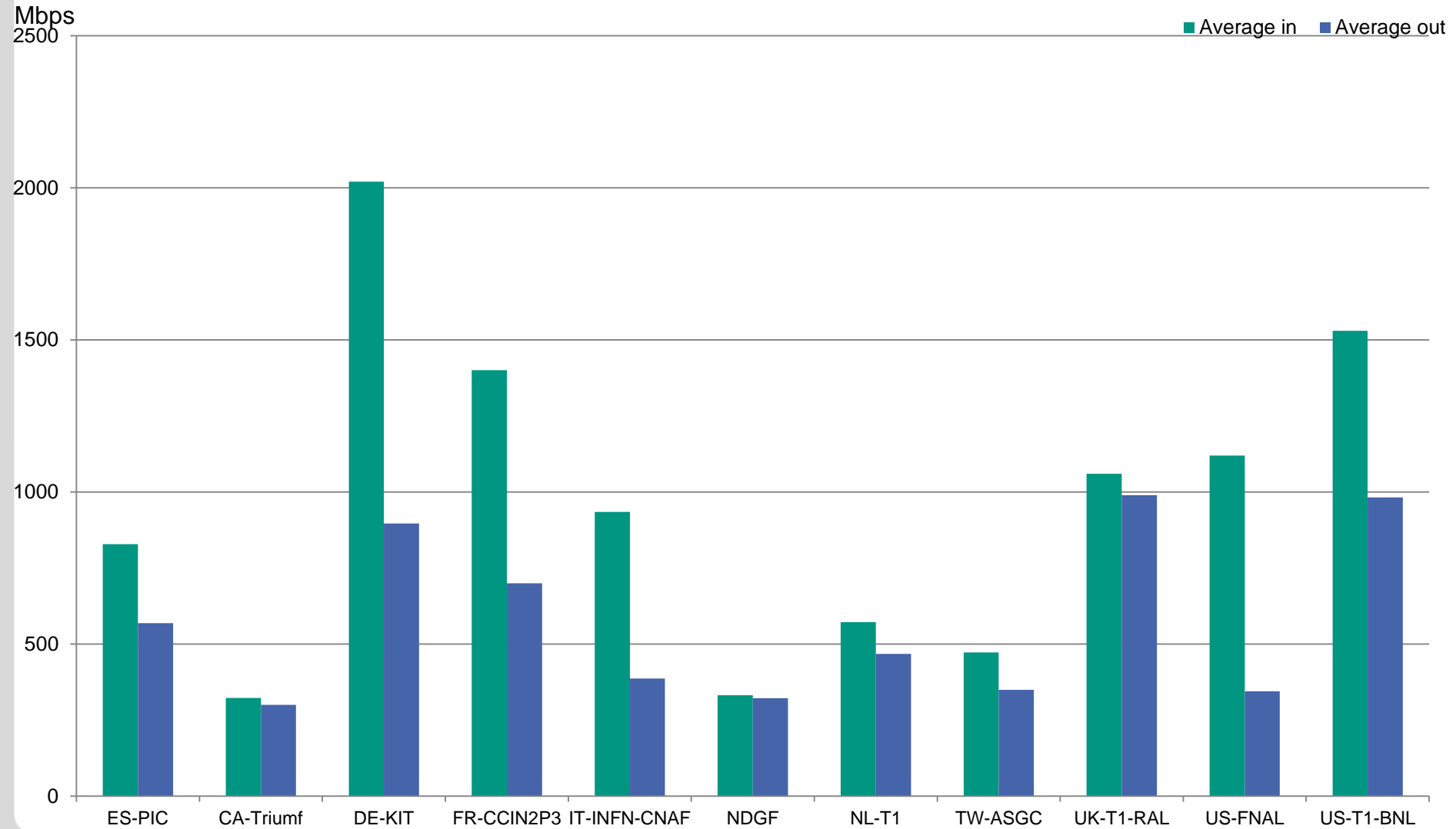
GGUS Tickets @ sites



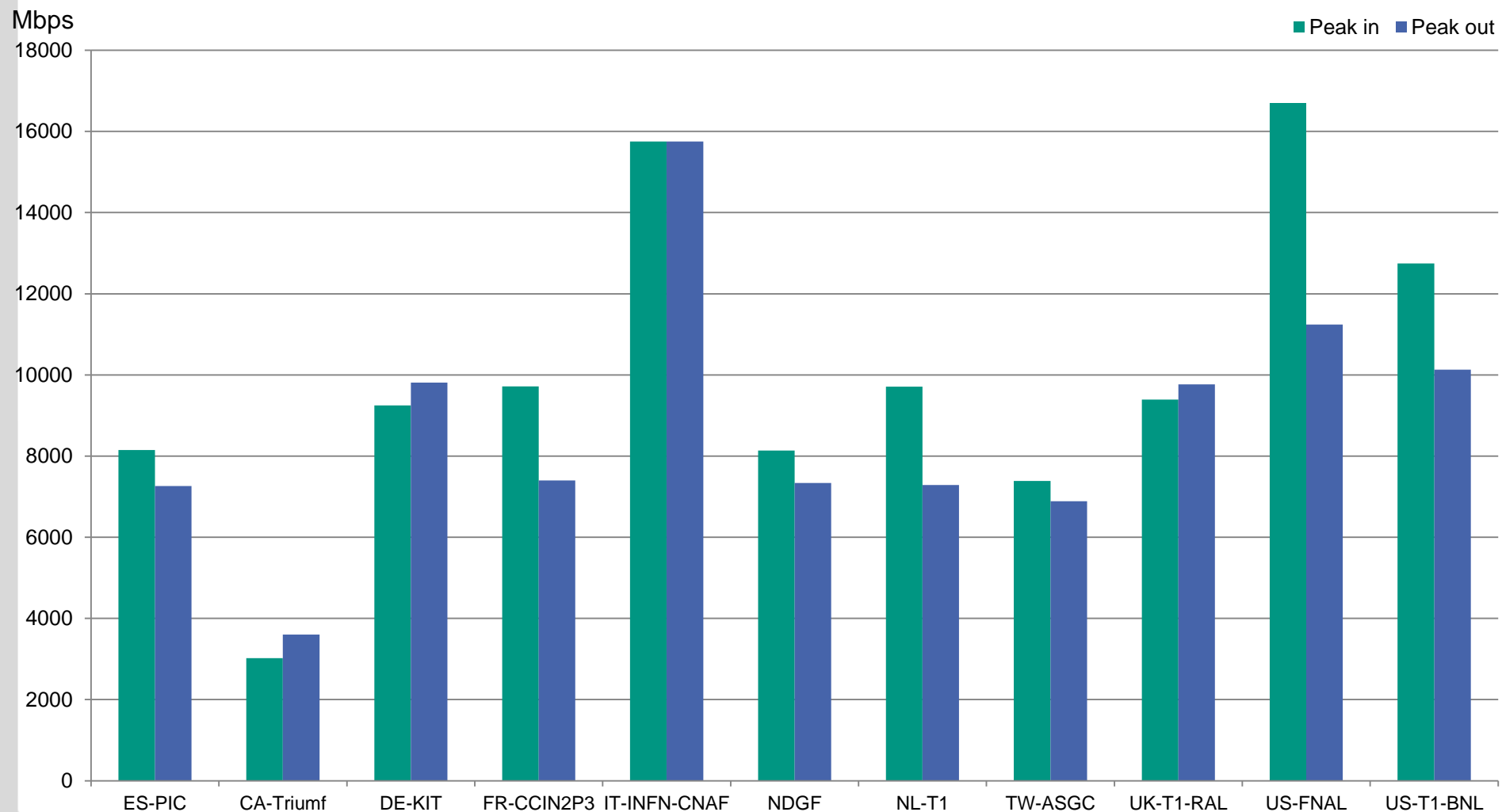
Ticket - severity



Average Tier-0 \leftrightarrow Tier-1 throughput per site (last 12 months)



Peak throughput of each site between Tier-0 and Tier-1 (measured at last 12 month)



Easing interaction with WLCG

- GGUS LHCOPN tickets and possible extensions:
 - access rights -- from none LHCOPN GGUS community
 - all LHCOPN tickets
 - only service impacting tickets
 - but only fields which are currently available at WLCG-GGUS
 - no links-field
 - Problem-end-date

- Cross-Reference between LHCOPN an WLCG ticketing system
 - currently only reference from WLCG to LHCOPN tickets possible

Pending topics

■ Pending GGUS issues:

- Address communication issues related to the gap between LHCOPN helpdesk and WLCG helpdesk
- Final specification/effort/manpower/roadmap to be clarified
- Benefits from experiences with „Technology Helpdesk“
- Change old look and feel of LHCOPN helpdesk to a NGI/EGI env.

For the Pending GGUS issues:

- Which changes should be implemented
- Refining specifications for GGUS team
- ...

■ Monitoring:

- Awaiting list of L3 service impacting events...

Major impacts and changes

<https://twiki.cern.ch/twiki/bin/view/LHCOPN/OpsPhc20110705>

■ US-FNAL-CMS

- Fiber cut between FNAL and StarLight on July 2nd between 7AM and 11AM CDT. Took down primary and secondary LHCOPN paths, with traffic failing over to the tertiary backup at reduced bandwidth. Also took down FNAL <-> NL-T1/DE-KIT path, with traffic failing over to LHCOPN tertiary backup.

■ DE-KIT

- At DANTE POP@Frankfurt defect transponder card → peering to DFN
- 2GE DE-KIT – US-FNAL-CMS

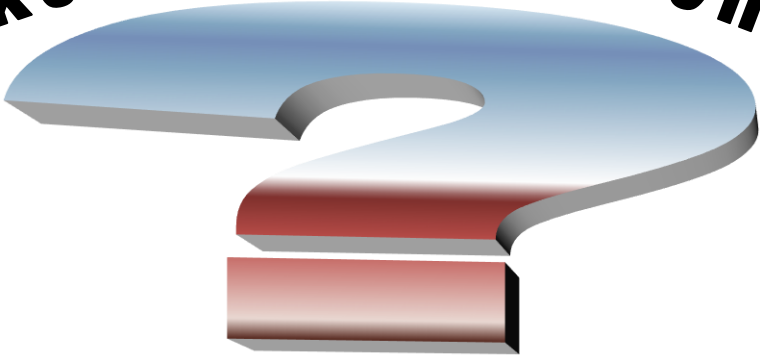
■ IT-INFN-CNAF

- Second 10GE link between IT-INFN-CNAF and CERN
- DE-KIT -- IT-INFN-CNAF Backup link moved from General IP to LHC-OPN (Via CERN)
FNAL -- IT-INFN-CNAF moved from General IP to LHC-OPN Link (1-6-2011)
BNL -- IT-INFN-CNAF moved from General IP to LHC-OPN Link (6-6-2011)

Conclusion

- GGUS improvements are still pending
 - Visibility of LHCOPN at GGUS WLHC community
- Next OPS-WG tc @ 11th Oct. 2011 16:30 CET

thanks for your attention



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