ATLAS Distributed Computing Shift Operation in the first 2 full years of LHC data taking

ATLAS Experiment

http://www.atlas.ch
- Particle experiment at the Large Hadron Collider at CERN
- Learning about the basic forces that shaped our Universe
- Many unknowns to study: origin of mass, extra dimensions of space, unification of fundamental forces, evidence for dark matter candidates

ATLAS Distributed Computing (ADC) Shifts

ADC Manager on Duty	Address or escalate issues with the core services of the ADC.	Since 2009
ADC Comp@P1	Data processing at Tier-0. Data export to Tier-1s and Calibration Tier-2s.	
Distributed Analysis Support Team	First line user support for grid-related issues	Since 2008
ADC Operations Shift	Data processing on the Grid. Monte Carlo simulations. Physics group data processing. File transfer between Tier-1s/2s/3s.	
Cloud Squad	Support for site admins in matter of ATLAS-specific issues.	

ATLAS Distributed Computing Shifts Workflow

Spot an issue

… monitoring tools available to spot degradation of a service, failures of an activity
… exclude failing site/service from production

Chase and Report

… 200 tickets per months to report site-related issues (service degradation)
… 50 tickets per months to report task-related issues (misconfiguration, SW bug)

Problem solved. Follow-up.

… initiate testing the service, misconfig fix
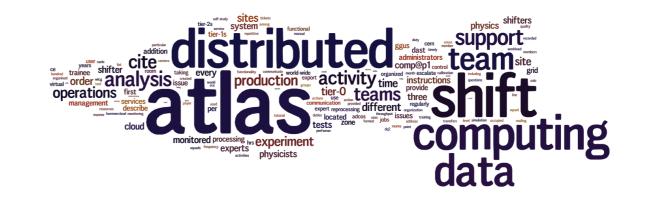… include site/service back to production

ADC Shift Training

- Tutorial
- Self-study of shift procedures
- Supervised Trainee shift
- Raising questions to the Experts
- Communication with the fellow colleagues on duty

J. Schovancová, A. Di Girolamo, J. Elmsheuser, S. Jézéquel, G. Negri, N. Ozturk, H. Sakamoto, M. Slater, Y. Smirnov, I. Ueda, D. C. Van Der Ster, J. Yu for the ATLAS Collaboration

ATLAS EXPERIMENT