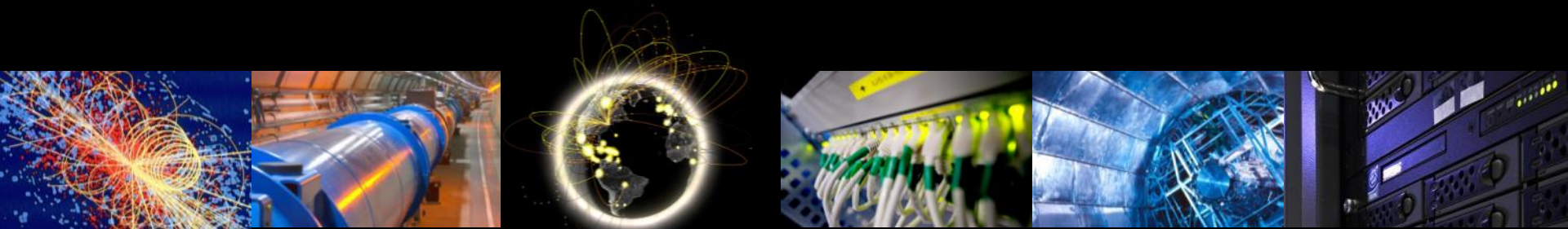


Operations Coordination Team

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Background

- WLCG Operations has helped in the successful delivery of the WLCG service
 - Essential to process and analyze data at unprecedented speed
- Operations costs are still high – and many changes are underway / in the pipeline
- Ops & Tools TEG provided a very good forum for discussions and came up with a number of concrete recommendations
 - Today we discuss the proposed mandate for the Operations Coordination Team
 - Addresses needs identified in the WLCG Service Coordination recommendations (R1) + Commissioning (R2) of OPS & Tools TEG

Long-Term Recommendations: Operations

- **R1: WLCG Service Coordination:** improve the computing service(s) provided by the sites
 - Establish a coordination team with contributions from experiments, sites, and projects. Persistent effort.
 - Monitors and directs service commissioning effort
 - Address specific Tier-2 communication needs
 - Dedicated service coordination meetings
 - Evolve to “Computing as a Service at Tier-2s”
 - less experiment-specific services and interactions
 - organize with EGI, NDGF and OSG common site administrator training
- **R2: WLCG Service Commissioning:** establish core teams of experts (from sites and experiments) to validate, commission and troubleshoot services
 - Dedicated work groups (task forces) created dynamically on specific topics

Team Goals

- WLCG will evolve rapidly over the next three years, by the end of LS1 we should be able to operate in a **Computing as a service** model but only if we are willing to evolve
 - Within the guidance of the WLCG-MB, the service and capacity providers and the experiments, the team will
 - understand what services are actually needed;
 - monitor health;
 - negotiate the configuration, upgrade and roll-back;
 - commission new services
 - help in transition when services are decommissioned
- Will help in facing the significant reduction of personnel resources from sites and experiments

Computing as a Service

- Would like to arrive at a point where
 - A small number of well-defined common services would be needed per site;
 - Installing, configuring and upgrading these would be “trivial”
 - All services would comply to standards, e.g. for error messages, monitoring;
 - Services would be resilient to glitches and highly available;
 - In case of load (or unexpected “user behavior”) they would react gracefully;
 - **In case of problems**, diagnosis and remedy should be straightforward and rapid.
- A point where sites provide a defined service and experiments use it
 - Increased expectations on the stability and quality of the service, but lower expectations on the need for customization and interaction

Team Roles

- Key body: core members + targeted experts when required
 - Need representation / knowledge of **sites / regions**, experiments and services
 - Like Networking, this will be a persistent WG with both long term and short term goals
- Relates to existing structures such as daily OPS
- Re-tasks WLCG T1SCM as principle communication / coordination meeting (see next slides)

Team Communication

- Integrates long-term goals **with short-term task forces** to address specific deployment / de-commissioning issues
 - Ensures and strengthens communication to sites (Tier1 and Tier2)
 - **Recommends to the MB specific solutions to specific problems (based on operations experience and on its 'expert team' investigations)**
- Interacts with other WGs
 - Via representation of team members
 - e.g. data federations, networking, information system, security, ...

Meetings

- **Daily Operations**
 - Some members from the OPS team will be also Service Coordinator On Duty – SCOD (meeting chair, report to the MB)
 - SCODs from sites are very welcome
 - Will run daily also during LS1
- **Fortnightly Operations Coordination**
 - Monitors and Coordinates on-going operations
 - Replaces the T1SCM
- **Quarterly Operations Planning**
 - Reviews needs from experiments and sites
 - Prepares plans and proposes them to the MB
 - Creates and dissolves internal ops task forces

Ideas for Task Forces

- CVMFS deployment completion
 - see today's GDB: OPS TEG members involved
- Perfsonar deployment
- gLExec deployment completion
- ...

Fortnightly Coordination Meeting

Target: 1.5 hour, short minutes and action list

- OCT Task Force Reports
- (Relevant) External WG News
 - IS, network, monitoring, security, ...
- Operational Issues Review
 - Unresolved issues from the daily
 - Data and Storage Management
 - CE, batch
 - Other Baseline Services
- Operational Plans from Experiments
- (LHC Machine planning for WLCG ops perspective)

Moving to an Operations Focus

- In the T1SCM now storage is handled from a **versioning and technology** perspective rather than an **operations and service** functionality perspective
 - In the new operations meeting tracks well defined metrics on the agreed baseline services

Conclusions

- Operations team will ensure stable operations and coordinate the technical transition
 - guidance and direction of the WLCG-MB
- We would like to start as soon as possible and finalize the membership of the team
 - This is a call for help from the sites
- Regular meetings as main communication channel to sites, experiments, service providers
 - With minutes and action list
- Internal expert-driven task forces for technical work plan definition and deployment
 - With established and documented procedures, twikis, ...