

Operation Issues (Initiation for the discussion)

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Established operation routine

- Daily operations meetings (Conference calls. Representatives of VOs , sites, support and of critical WLCG services). Short reports, discussing problems, announcing interventions, new releases, etc...
- Short meetings, but effective and providing the daily report of all operations issues
- Number of attending people is growing
- For those who can not attend, minutes are made available shortly after every meeting and

Weekly performance summary is produced in the end of every week

- GGUS summary reports (enabled on the request of operations)
Good sign that starting from the beginning of this year we had only 4 alarm tickets.
Might be useful to enable generation of plots showing time required to notify the appropriate support person, problem resolution).

Tickets submitted concerning WLCG VOs
from 2009-01-19 00:00:00 thru 2009-01-24 23:59:59

Tickets submitted by WLCG VO users

	ALICE	ATLAS	CMS	Total per row
alice	5	17	3	25
cms	2	0	1	3
atlas	2	1	0	3
Total per column	7	18	4	29

Tickets affecting WLCG VOs

	ALICE	ATLAS	CMS	Total per row
alice	14	17	3	34
cms	0	0	1	1
atlas	0	1	0	1
Total per column	14	18	4	36

Tickets assigned to VOSupport *

	VOsupport	Total per row
alice	1	1
atlas	1	1
Total per column	2	2

* This is a subset of tickets affecting WLCG VOs

- Service incident reports (Postmortem. Fortunately, for many weeks we have it empty)

- Site availability from the VO perspectives (based on VO-specific SAM tests)

The screenshot shows a web browser window displaying the WLCG dashboard. The main content area is titled "WLCG Service Incident Reports" and contains a table with the following data:

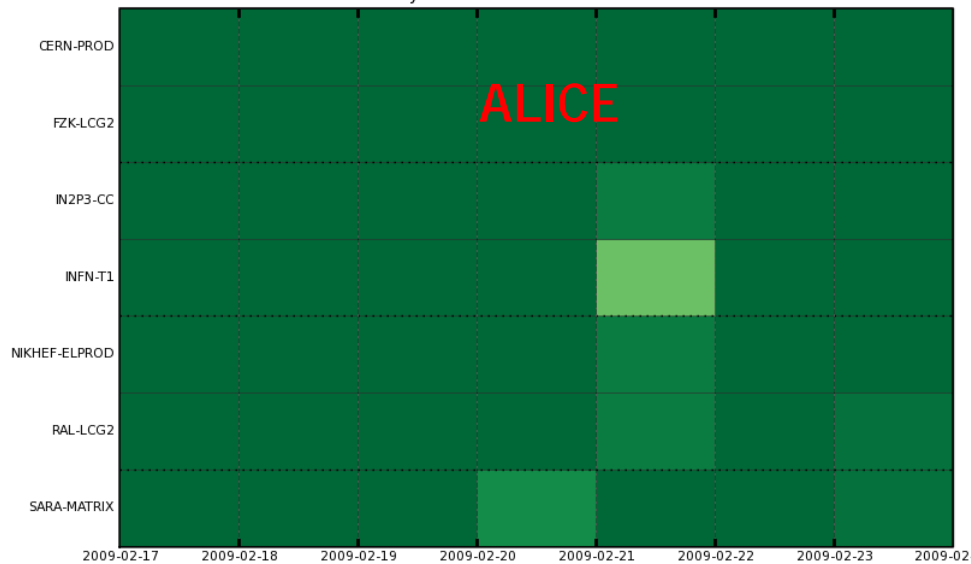
Site	Date	Duration	Service	Impact	Report	Assigned to	Status
FZK	24 Jan	3 Days	FIS, CMC	Down	PM in preparation	Andreas H	due
CERN	23 Jan	6 Days	kg-cp	Loss of functionality	PM - see Thursday	Gavin M	received

Below the table, there is a section titled "GGUS Team / Alarm Tickets during last week" with a link to a search page. The dashboard also includes sections for "WLCG Baseline Versions", "Daily WLCG Operations Call details", and "General Information".

<http://dashbsam.cern.ch/dashboard/request.py/sitevoselection>

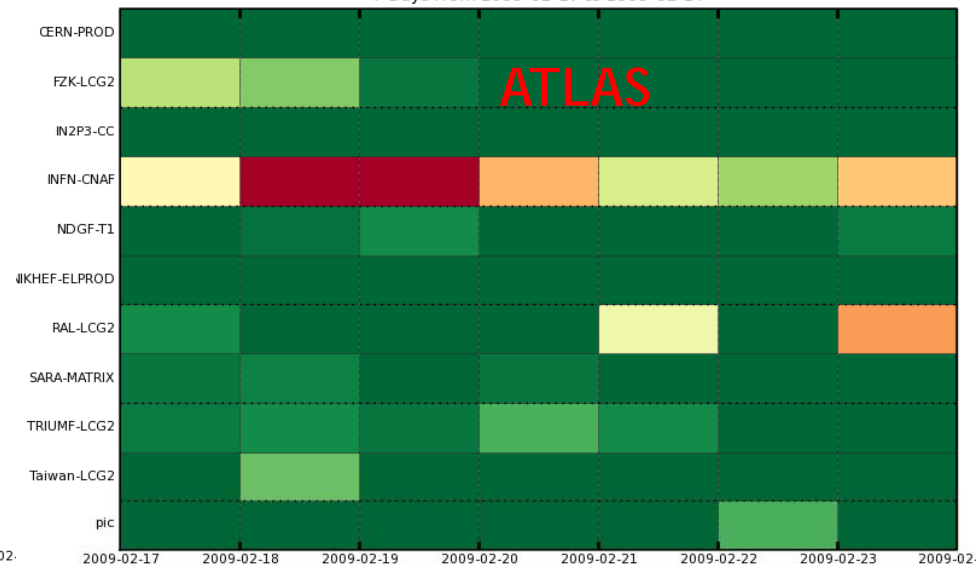
ite Availability using WLCG Availability (FCR critical)

7 Days from 2009-02-17 to 2009-02-24

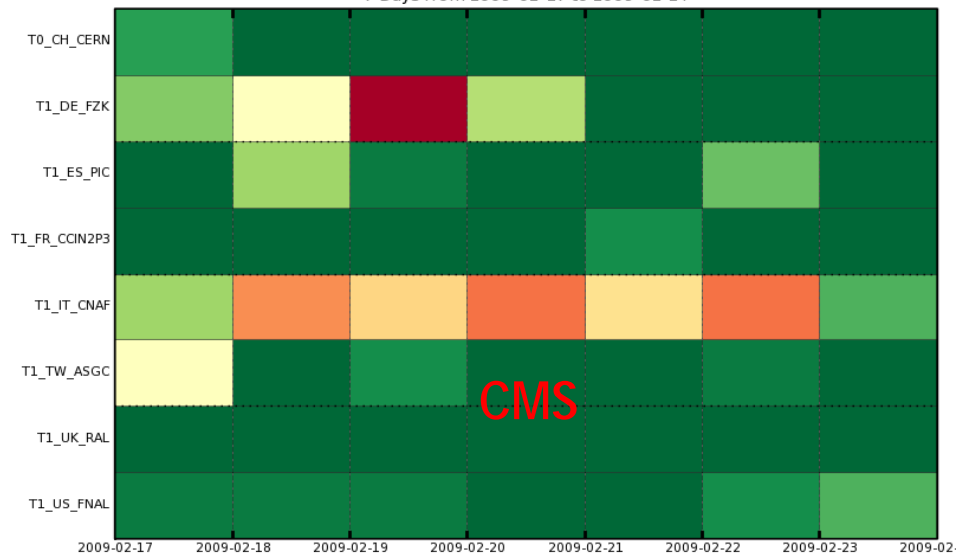


Site Availability using WLCG_SRM2

7 Days from 2009-02-17 to 2009-02-24

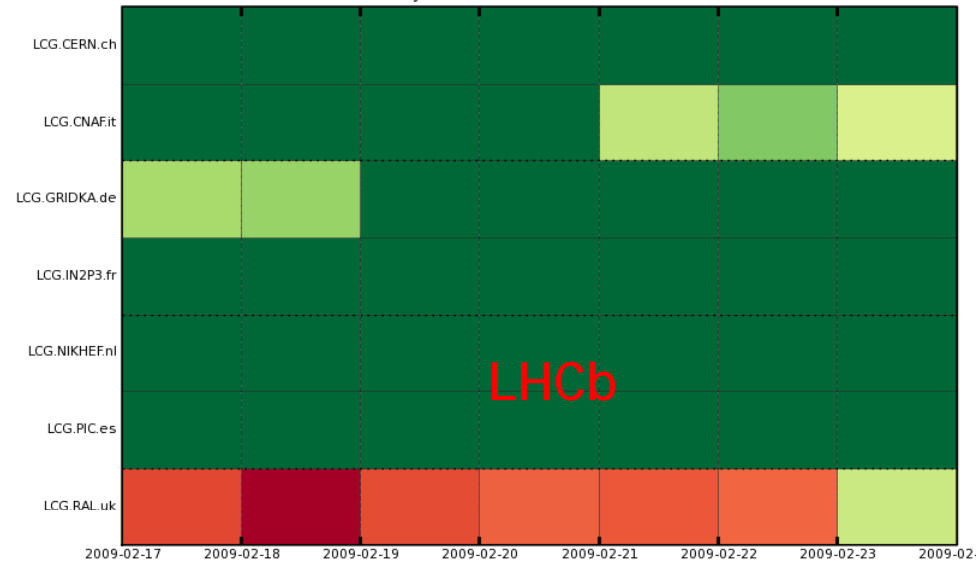


7 Days from 2009-02-17 to 2009-02-24



Site Availability using LHCb Critical Availability

7 Days from 2009-02-17 to 2009-02-24



Setting up regular test of alarm workflow

- Experiments provided use-cases for possible alarm conditions (subjects of the alarm tickets)
- First test had been organized in the middle of February. 40 alarm tickets sent to the sites from 4 LHC VOs.
- The tests will be done on regular basis

Summary of the results of the recent alarm tests

Site	LHCb	CMS	ALICE
CERN	Test passed but only partially, the piquet was called, problem investigated, but ticket did not arrive to the service manager, ticket stayed open	OK(1:10)	No particular issues had been seen by ALICE. All submitted tickets passed correctly. Time varies from 3 min to 2 hours
PIC	OK(0:14)	OK(0:12)	
IN2P3	OK(0:13)	OK(0:10)	
GRIDKA	OK(0:14)	-	
NIKHEF/SARA	Site OK (0:14), but SARA ticket was sent to Nikhef	-	
CNAF	Not OK (authorization problem)	OK (1:10)	
FNAL	-	OK(0:28)	
ASGC	-	OK(6:55)	
RAL	OK (0:20)	OK(2:16)	

In most cases workflow worked properly. Good response time.

Critical Service Follow-up

(Slide from presentation of Jamie Shiers at OGF)

- Targets (not commitments) proposed for Tier0 services
 - Similar targets requested for Tier1s/Tier2s
 - Experience from first week of CCRC'08 suggests targets for **problem resolution** should not be too high (if ~achievable)
 - The MoU lists targets for responding to problems (12 hours for T1s)

Tier1s: 95% of problems resolved <1 working day ?

Tier2s: 90% of problems resolved < 1 working day ?

➤ Post-mortem triggered when targets not met!

Time Interval	Issue (Tier0 Services)	Target
End 2008	Consistent use of all WLCG Service Standards	100%
30'	Operator response to alarm / call to x5011 / alarm e-mail	99%
1 hour	Operator response to alarm / call to x5011 / alarm e-mail	100%
4 hours	Expert intervention in response to above	95%
8 hours	Problem resolved	90%
24 hours	Problem resolved	99%

Discussion

- Anything else we should do to improve communication regarding every day operation issues?
- Any other indicators to be included in the daily/weekly reports? Are you happy with those which are already there?
- Other procedures (like tests of alarm workflow) to be followed on regular basis to improve quality of operations?