



WLCG Service Report

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WLCG Management Board, 14th February 2012

Introduction

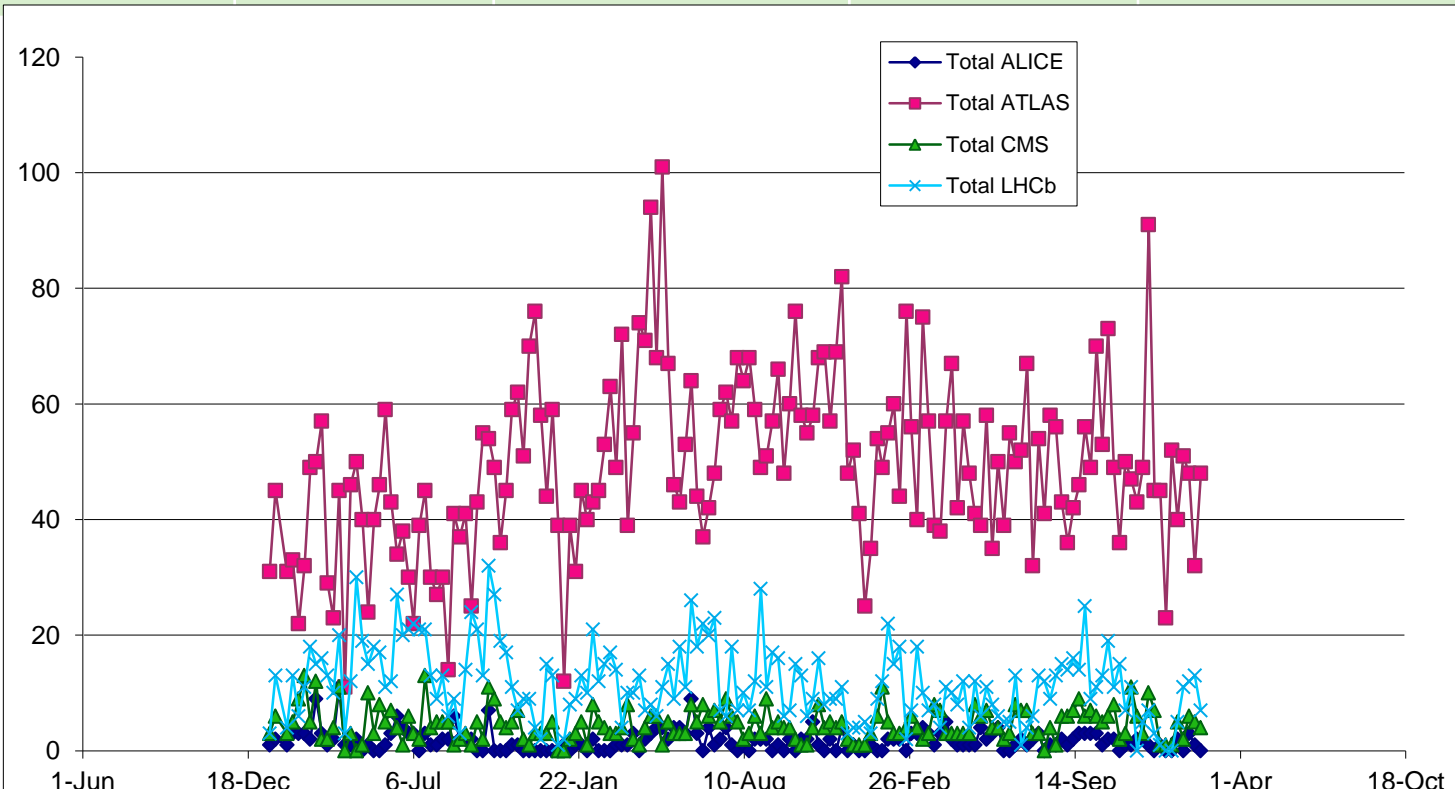
- The service is running rather smoothly, the “metrics” are working relatively well
- At least one significant change in the pipeline:
 - EMI FTS deployment in production at Tier0 and Tier1s (well) prior to 2012 pp data taking
 - At last T1SCM the relevant m/w had not been released (due Feb 16) nor was roadmap clear to all (being prepared)
- SIRs: one requested covering Oracle 11g upgrades; others due for the 2 alarm tickets of 2012

WLCG Operations Report – Structure

KPI	Status	Comment
GGUS tickets	No alarms; normal # team and user tickets	No issues to report
Site Usability	Fully green	No issues to report
SIRs & Change assessments	None	No issues to report
KPI	Status	Comment
GGUS tickets	Few alarms; normal # team and user tickets and/or	Drill-down
Site Usability	Some issues and/or	Drill-down
SIRs & Change assessments	Some	Drill-down
KPI	Status	Comment
GGUS tickets	Alarms, many other tickets	Drill-down
Site Usability	Poor	Drill-down
SIRs & Change assessments	Several	Drill-down

GGUS summary (5 weeks)

VO	User	Team	Alarm	Total
ALICE	4	0	2 (1)	6
ATLAS	29	189	1	219
CMS	15	5	2 (1)	22
LHCb	5	42	1	48
Totals	53	236	6 (2)	295



ALICE ALARM->voms-proxy-init hangs GGUS:78739

What time UTC	What happened
2012/01/29 23:23 SUNDAY	GGUS ALARM ticket, automatic email notification to alice-operator-alarm@cern.ch AND automatic assignment to ROC_CERN. Automatic SNOW ticket creation successful. Type

This is what is recorded in the ticket.

However, it is neither a complete nor accurate summary due to some confusion between multiple incidents and human error in updating (closing) the wrong ticket.

IMHO a SIR would be useful in clarifying this.

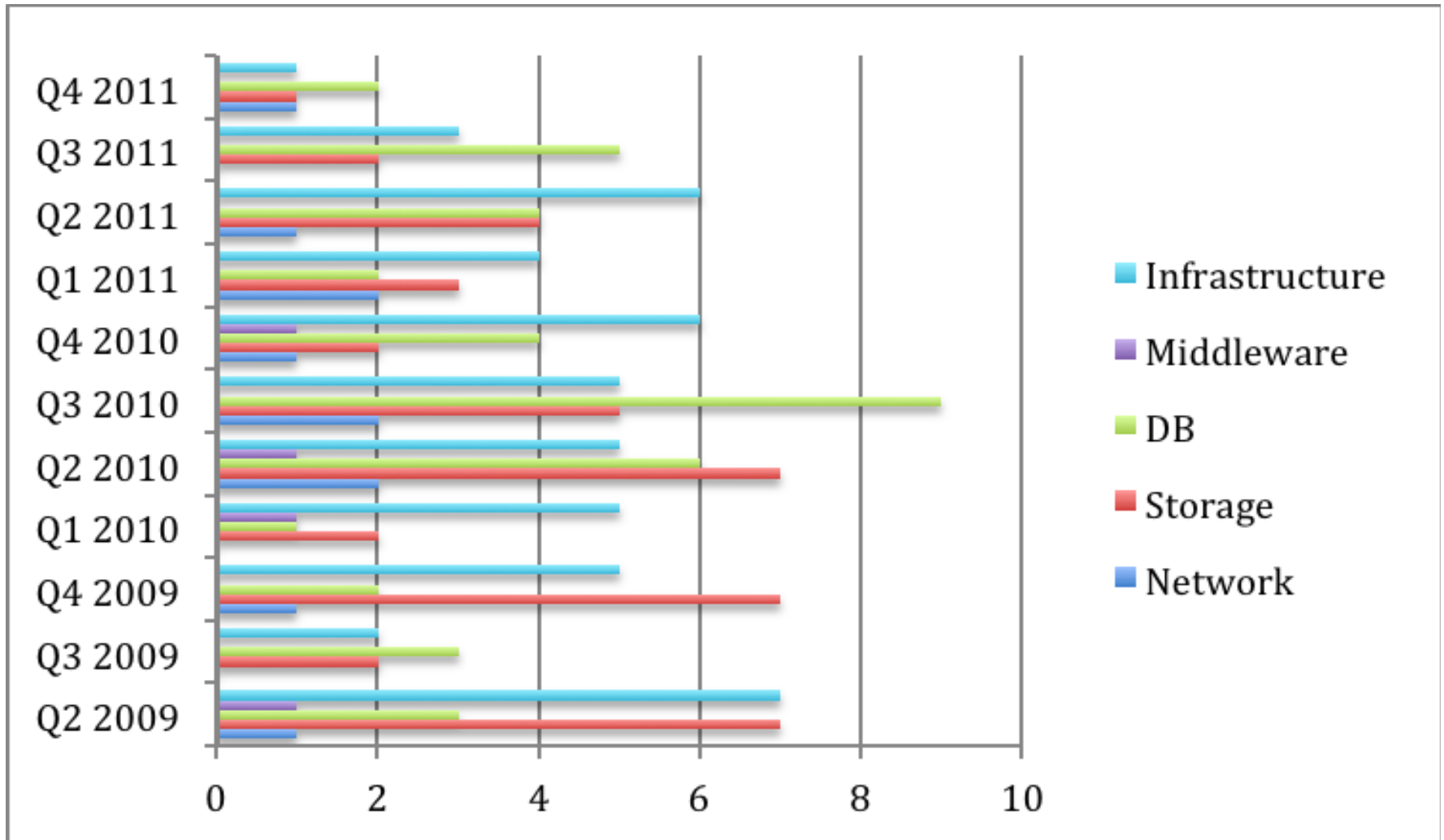
2012/01/30 08:46	Solved (SAM/Nagios) Host certificate regenerated. System works fine.
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CMS ALARM->no connect to CMSR db from remote PhEDEx agents GGUS:78843

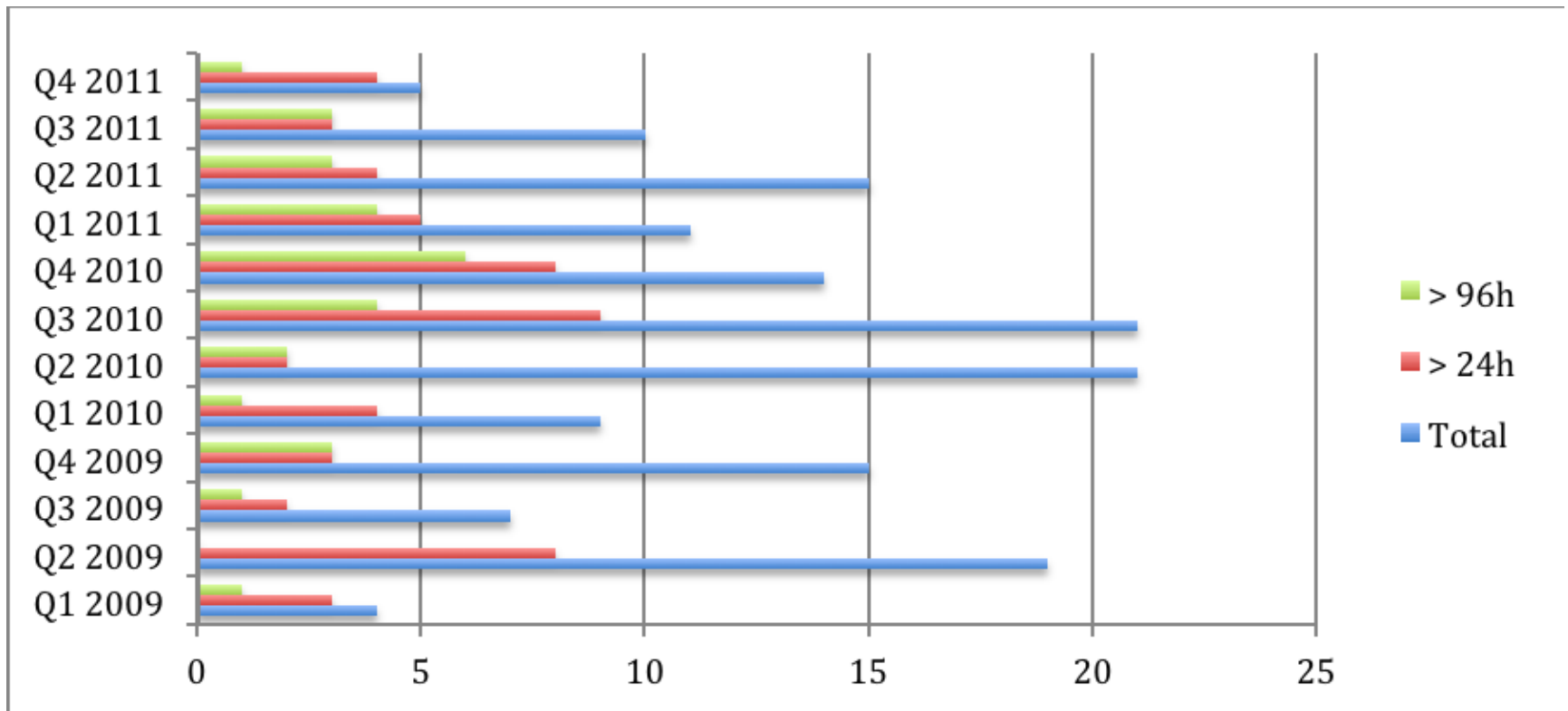
What time UTC	What happened
2012/02/01 17:31	GGUS ALARM ticket, automatic email notification to cms-operator-alarm@cern.ch AND automatic assignment to ROC_CERN. Automatic SNOW ticket creation successful. Type of Problem = ToP: Databases.
2012/02/01 17:54	Operator records in the ticket that the CMS piquet was called.
2012/02/01 18:07	DB expert records in the ticket that the problem should be gone now. Waiting for submitter's confirmation.
2012/02/01 18:55	Submitter agrees and puts the ticket in status 'solved' . He records that this is a temporary solution and a detailed explanation and a permanent solution is pending. However, as he 'verified' the ticket the next day, no further details were ever recorded about the reasons of this. More info in IT C5 report (see slide notes)

Firewall misconfiguration immediately after Oracle 11g upgrade

SIR by Area (Q4 2011)



Time to Resolution



“Serious” SIRs in Q4 2011

Site	Date(s)	Duration	Service	Area	Summary
CERN	Dec 17-18	18h (w/e)	Batch	Infrastructure	Batch down
KIT	Dec	3 months	Tape	Storage	2 lost files (recovered from elsewhere)
KIT	Nov 4-7	2.5 days	GGUS	Infrastructure	Ticket updates not propagated to external systems
RAL	Oct 22-23	1.5 days (w/e)	CASTOR DB	Database	CASTOR down
CERN	Oct 11	N/A	GGUS alarms	Database	Alarm flow to IT-DB did not work correctly
CERN	Oct 11-12	N/A	ATLR (ATLAS offline)	Database	High Load resulted in overnight reboots
KIT	Oct 6	24h	GGUS	Network	T0 and some T1s did not get updates

Conclusions

- **The service is (chartreuse, pistachio, olive...)**
- **SIRs and alarms:** details regarding any problem should preferably be entered into / attached to the corresponding GGUS ticket
- **New rule:** if there is an alarm ticket (justified) and the resolution / follow-up are not in the ticket they should be documented in a SIR
- Quite probable that further investigation is required
- **Usability of SUM:** few or no exceptions – there are currently too many “patches” on the reports for them to be useful
- **Change management:** at least one “iceberg” ahead (EMI FTS deployment at Tier0 and Tier1s prior to 2012 data taking)