

PPS All sites Meeting:

- *CODs and PPS*
- *Monitoring Tools*

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EGEE 2007

PPS All sites Meeting: “PPS Operations” session

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- **The current model of Operations for PPS was agreed at the beginning of 2006**
- **Decision: same tools, actors and processes as in production**
 - SAM, gstat, CIC Portal, GGUS, COD, escalation procedure, ROC ... cover PPS
- **“Integration” of operations into PPS was pursued in two alternative ways:**
 - 1. Replicating instances of processes/tools/documents in use in production**
 - e.g. documentation entry point (PPS web vs CIC portal), release procedure, SAM, FCR, wiki ...
 - 2. “Including” PPS into processes and tools**
 - CIC Portal, COD, Ops procedures, certification by ROC, gstat GridView ...

- **2007: the operation conditions on the grid have changed**
 - More and more sites to monitor
 - No new teams joining CODs
 - Emphasis on automation
- **Review started (by CODs) about PPS alarm-handling**
- **CODs are suffering:**
 - instability of PPS sites
 - low priority given to PPS tickets
 - non-responsiveness of ROCs to requests of suspension
 - scarce attention to scheduled downtimes
- **ROC and PPS sites are suffering:**
 - Tickets submitted in course of updates
 - Need to reply to tickets for a service poorly used

- **August 2007: two options possible**
 - 1. COD opening and following-up tickets to PPS sites**
 - No exceptions in the ops procedures for PPS sites
 - ROCs automatically in the loop
 - Full test of the support path for new services
 - Frequent "false positives" or extra care needed by CODs
 - COD effort unchanged whereas ROCs can set priorities
 - 2. COD not opening tickets and PPS sites registering to CIC Portal's RSS alarm notifications:**
 - Faster than COD→TPM→ROCs. Problem faced while still "hot"
 - Step in the direction of automation
 - Support line in PPS not strictly dependent upon ROC CODs and TPMs
 - ROCs completely out of the loop.
 - Experience: CODs not submitting tickets → service degradation

- **A possible compromise: Option 2) ++**
 - Same as option 2 with in addition a weekly status report sent by the CODs to ROC and PPS support
- **Does this really make life simpler for CODs?**
 - Still need to monitor and follow-up PPS sites
 - Report has to be prepared → additional procedure
- **On one thing most people agrees: Splitting the CIC Portal in Production and PPS instances**
- **We expect to make some decisions during this conference**

- **COD's work is hardly replaceable, but the tools have also improved**
- **Tools for site-level monitoring in preparation**
 - Nagios being packaged for a distribution with YAIM
 - Pilot installation monitoring CERN_PPS running
- **SMS alerts from SAM (centrally managed)**
- **RSS feed with alarms from the CIC portal (subscribing)**
 - proved to be useful at some sites (e.g. CERN_PPS)
- **“GridMap” interface to SAM for high-level monitoring available on PPS web**

- **Short demo of GridMap in PPS (Max)**
- **Short demo of Nagios @ CERN_PPS (Ian)**
- **Short case study: Self-operations in SWE ROC (Mario)**

- **Collective Exercise: alternatives to COD?**
 - Hypothesis: The CODs, tomorrow, stop monitoring PPS
 - Can we monitor ourselves?
 - How?

 - Start thinking

Next speaker: Max Bohem (EDS)

- **Questions after Mario's talk, please**
- **Thanks**