



Communications with site ops teams : summary

Jeff Templon

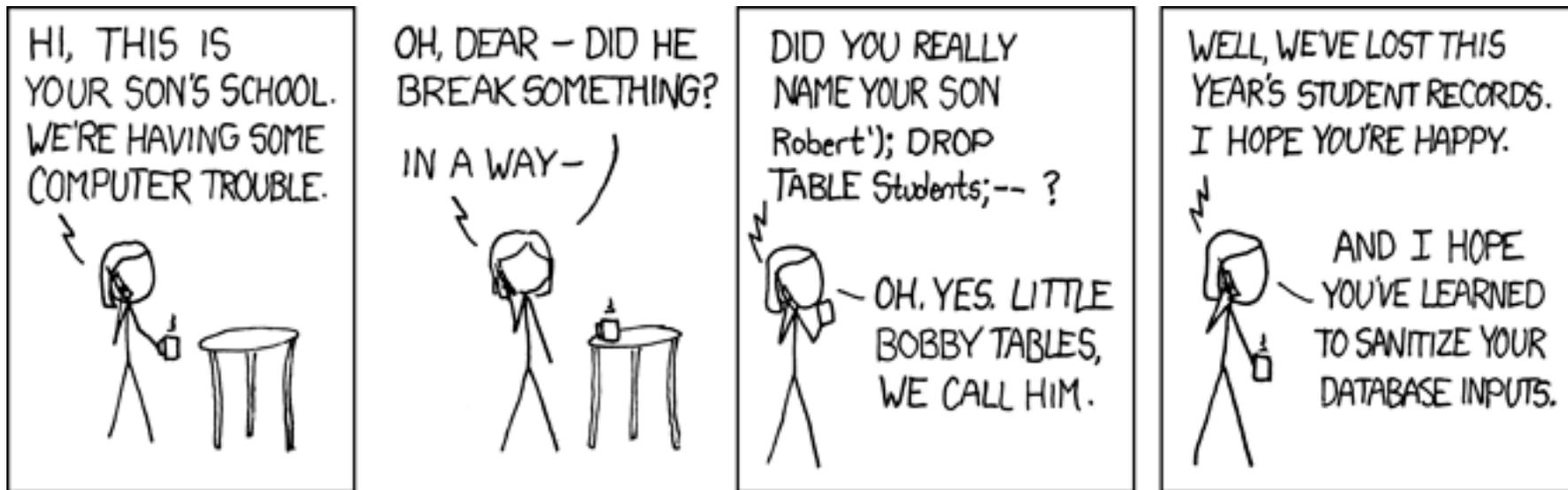
NIKHEF

Grid deployment board Mtng

CERN, 02 apr 2008



At least our users aren't malicious

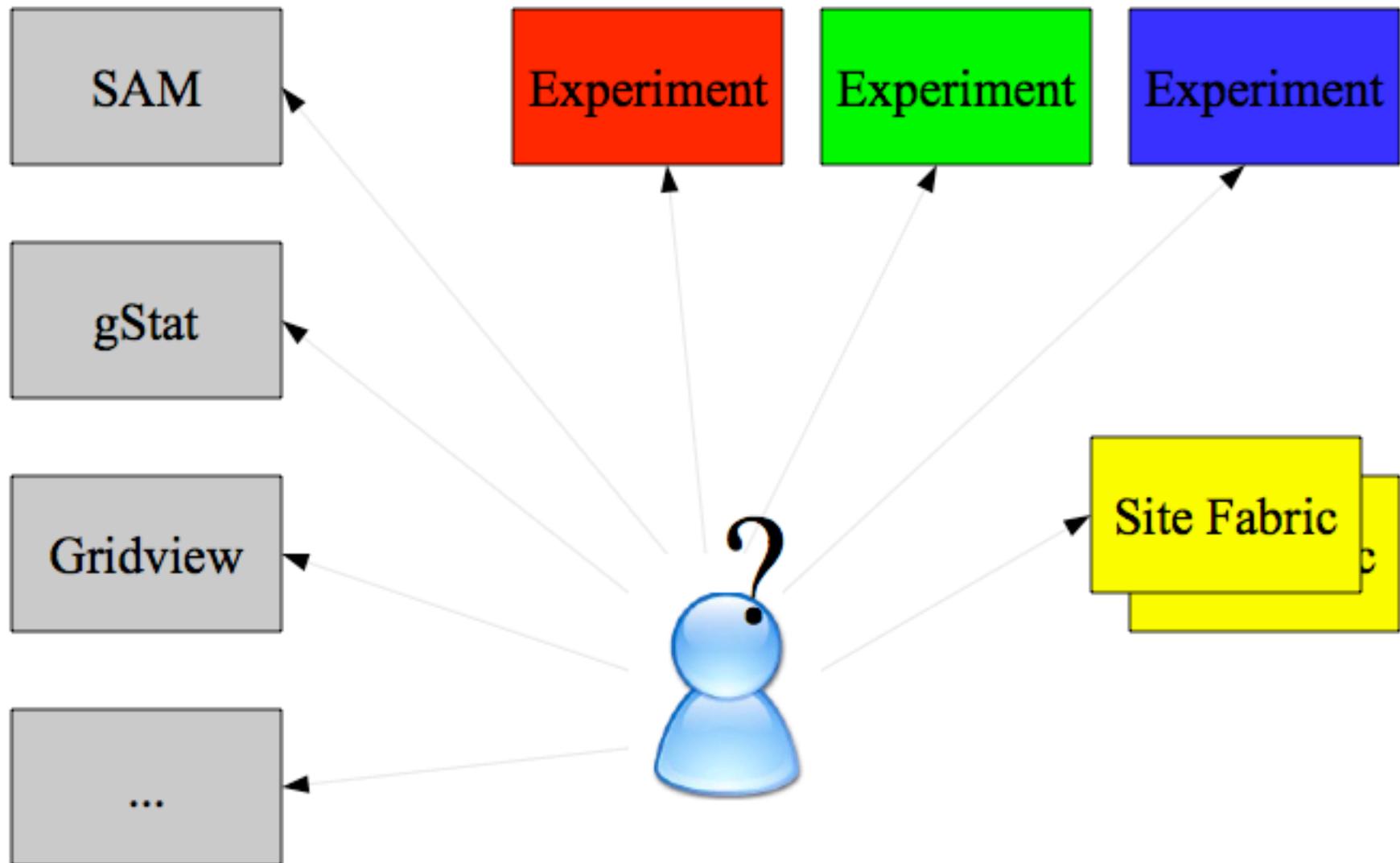


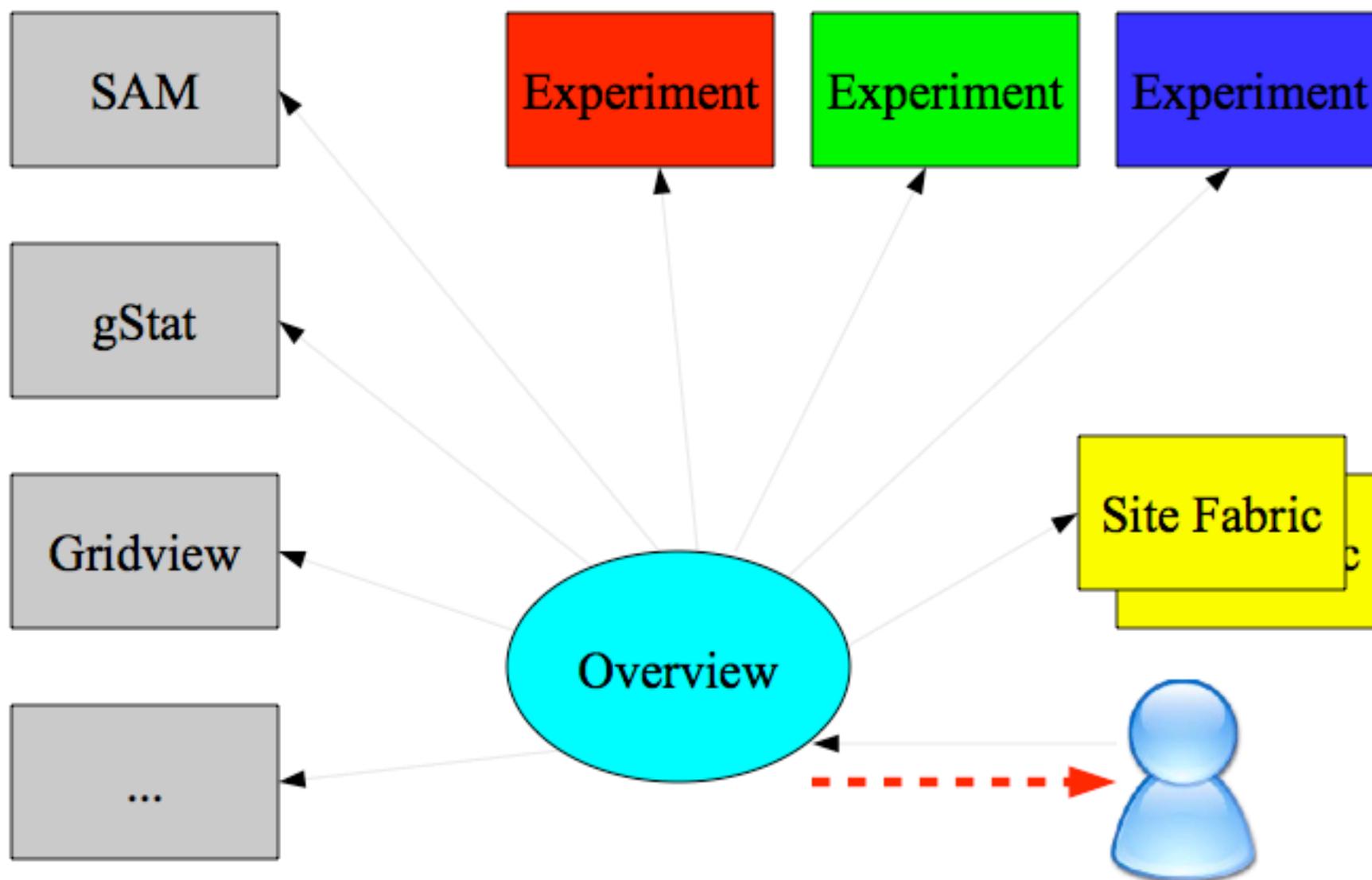
CCRC'08 F2F site-focussed session

- ◆ Well-attended by **ATLAS**, **LHCb**, **CMS** (thanks!), GD, sites
- ◆ Aimed
 - Presenting daily operations from a site view
 - Exposing important issues in site/VO communication
 - Encouraging dialogue and collaboration
 - To reach optimal support of users while keeping admin 'footprint' as small as possible (expensive!)
- ◆ We're past the 'no time for users' stage!
- ◆ Apologies for the lack of focus and discussion time

09:35->13:35 **CCRC'08 - Site Focussed Session** (Convener: Jeff Templon (*NIKHEF*) , Michel Jouvin (*LAL*) , Derek Ross (*CCLRC*)) (Location: [32-1-A24](#))

- 09:35 Communication between sites and experiments (30') ( Slides ) Ronald Starink (*NIKHEF*)
- Action:
{
Need to set up the equivalent of atlas-grid-alarm@cern.ch for each T1.
Action on: Jamie Shiers
}
- 10:05 Distributed DB Service View on Communications (15') ( Slides  ) Maria Girone (*CERN*)
- 10:20 Communication with Network teams / providers - discussion at LCG
OPN (15') ( Slides  ) Edoardo Martelli (*CERN*) , James Casey (*CERN*)
- 10:35 French T2s experience and communication challenge (30') ( Slides  ) Michel Jouvin (*LAL*)
- 11:05 Site / Experiment Panel & Round-table on Communication (30') Sites, Experiments
Jeff "short (make it four minutes) introductory two-slide partial presentation on LHCb 'increase my wall time limit' discussion" Templon
- 11:35 FTS setup at RAL ( Slides ) Derek Ross (*RAL*)
- 11:40 FTS channel configuration jamboree (25') ( Slides  ) Gavin McCance (*CERN*)
- 12:05 LFC backend requirements at WLCG Tier1s for May (05') ( Slides  ) Jamie Shiers (*CERN*)
- 12:10 Central deletions through srmv2 in Atlas (20') ( Slides) Vincent Garonne (*ATLAS*)





Questions Raised (no time for discussion)

- ◆ How do we handle negotiation of site config needed for expt?
 - Queue time limits
 - Shares for various groups at sites (which sites? Which groups?)
- ◆ Alarms : can everyone accept the Nikhef proposal (ref. Impl. Available)
- ◆ How to make it clear to sites (esp 'non-core' sites) what is happening? Are experiments even running??
- ◆ Elog : are there any sites that find this useful [T2s : no]

More questions

- ◆ What is the role of GGUS in operations and support?
- ◆ Can we improve the browseability of GGUS??
- ◆ How does one schedule “transparent” interventions
 - Mentioned for DB, but valid question for other services
- ◆ Network : do we have a real case for LCU?
- ◆ “how realistic is it to be site admin that doesn’t know exp’t framework?” [philosophical question of the day]

Few observations

- ◆ DB View -> Service View -> User view problem in DB talk: similar to fabric view -> core mw view -> exp't view problem for grid service admins
- ◆ Network : hope that problems are first detected by network ops
- ◆ We still hear "create an account" : you've got to be kidding.

Action Items

- ◆ Clarity from experiments : which pieces of your dashboard do you really want us to watch??
 - Answer "the whole dashboard" is not acceptable
- ◆ Exp'ts : check whether your contact lists are mailable by non-member site admins
- ◆ Get rid of redundant downtime notifications
- ◆ Nikhef : check whether a valid signed email bypasses the spam filter!!