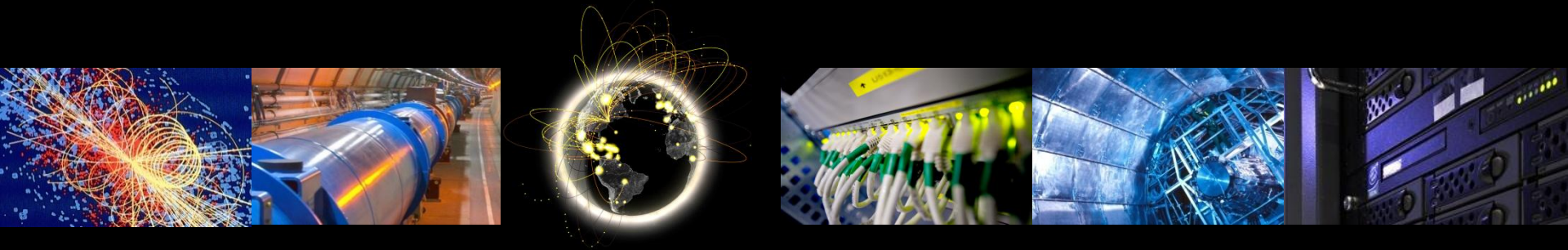


Extend GGUS ALARMS to More Tier0 Services (TrackTools TF)

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Which “More Tier0 Services”

- ATLAS considers the **Impact** of *twiki* and *email/e-groups* service interruption high. Namely:
 - **Twiki:**
 - An incident produces “damage” in 2 hrs (Urgency: 7).
 - The whole VO is affected. Most ops services stop (Impact:10).
 - **Email/E-groups:**
 - An incident produces “damage” in 1 hr (Urgency: 8).
 - Some ops services stop (Impact:9).

Source: [2012/03/20 WLCG MB Presentation](#) (slides 8,9,10,15) with values confirmed by ATLAS Deputy Computing Coordinator on 2012/09/17.

NB! Terms ‘Urgency’ & ‘Impact’ are NOT related to the expected response by the supporters.

What ATLAS requires

- The experts (3rd Line Support) to receive instant notification as soon as the ticket is created.
- The experiment leaves at the experts' discretion incident investigation OWH (Outside Working Hours).

A workflow that works

- GGUS ALARMS are automatically interfaced to SNOW by design and get to the experts with immediate email/phone notifications both from GGUS and email from SNOW.
- So for critical services, where immediate attention is needed and justified, GGUS ALARM is the ticket type that the experiment should open.

Background and Conclusions

- This is an action from the 2012/10/01 ATLAS-IT meeting.
- This proposal will be presented at the ATLAS-IT meeting of 2012/11/05.
- Before any technical action a management decision must be taken for new services' addition into the ALARM workflow. Is the WLCG MB the right body?
- Comments/suggestions?
- Thank You for your attention!