



# CERN Database Support Level during LS1

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# LS1: DB support level

- During Run1 CERN databases were considered "critical services" and supported with a "piquet" service nights and week-ends
  - In practice, one person of the DB support team was always on call
    - Response time at most 1 hour
  - The reason was an interruption of online DB services could entail loss of data
- We have been asked if the support level can be downgraded to "best effort" during LS1 (cheaper for them)
  - In case of trouble the operator on duty can call someone from the DB support team and will try all phone numbers till someone replies
    - Response time up to 4 hours
- There is no reason not to agree with this request
  - This was the only service left with the "piquet" coverage
  - Other experiments agreed too
- So we agreed