

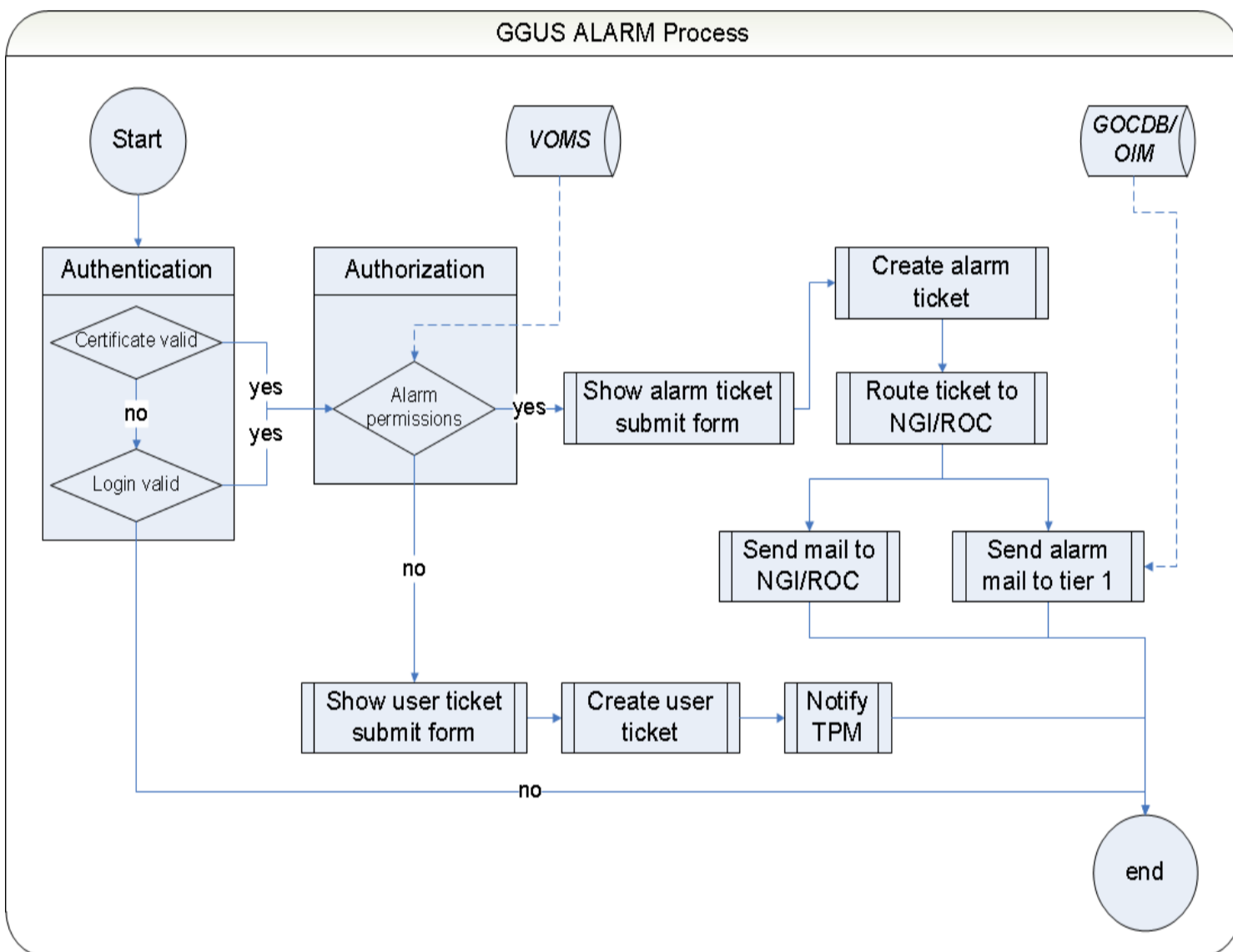
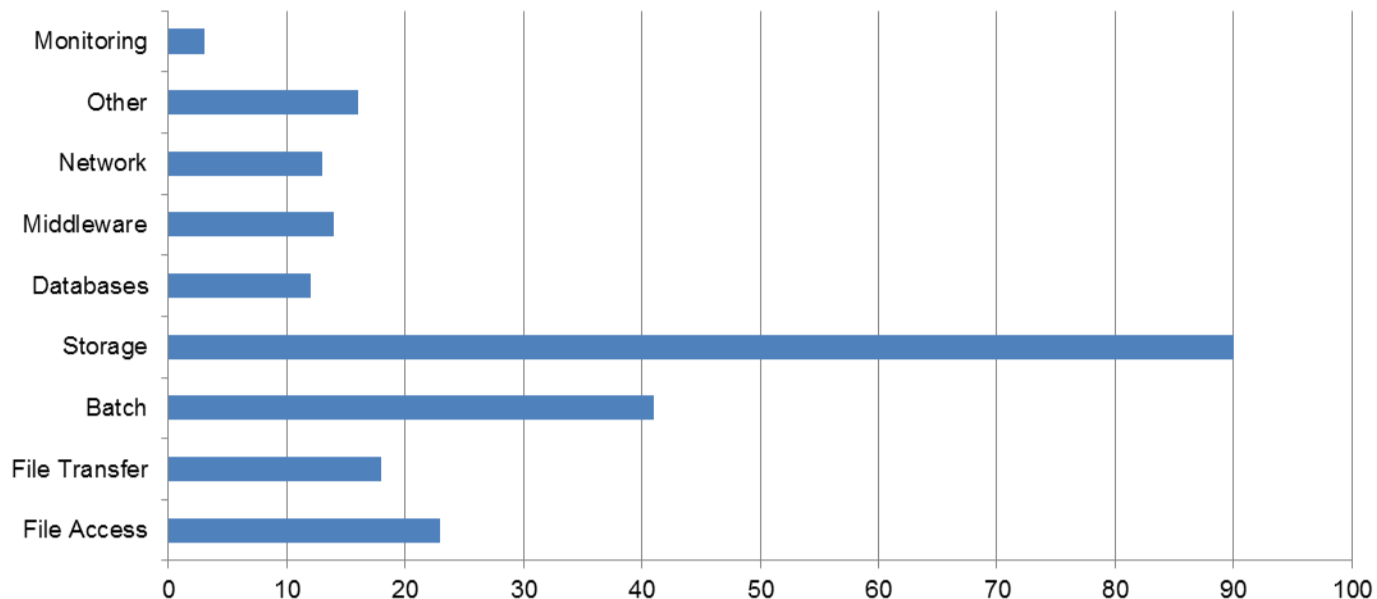


# GGUS:Global Grid User Support Real ALARMS' drills period: 2010/01/01-2013/09/15

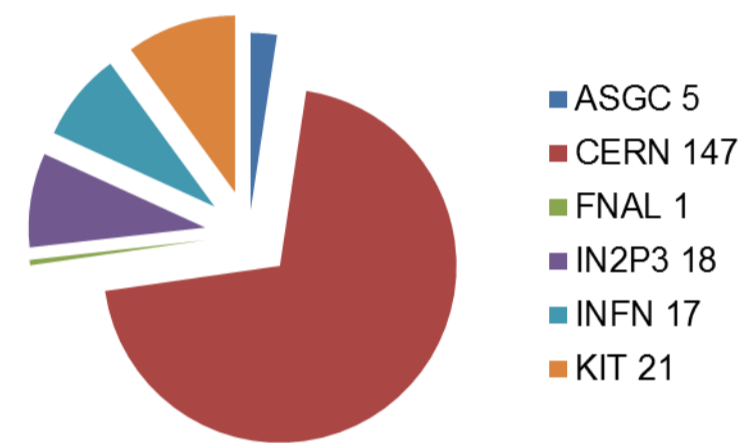


- ✓ Monthly ALARM tests on GGUS Release date are very important for the integrity of the workflow full-chain.
- ✓ The drills showed the need to introduce relevant for ALARMS "Type of Problem" values.
- ✓ A procedure between Tier centres for taking ownership of network problems was conceived from GGUS data analysis.
- ✓ Storage-related ALARMS were more in number in 2010-2011.
- ✓ Experiment policies explain the difference in the number of ALARMS they submitted.
- ✓ CERN's role as the Tier0, hence the criticality of its services, explain the number of ALARMS it received.
- ✓ ALARMS dropped to 1/8<sup>th</sup> since the LHC LS1.

Number of Tickets per Type of Problem



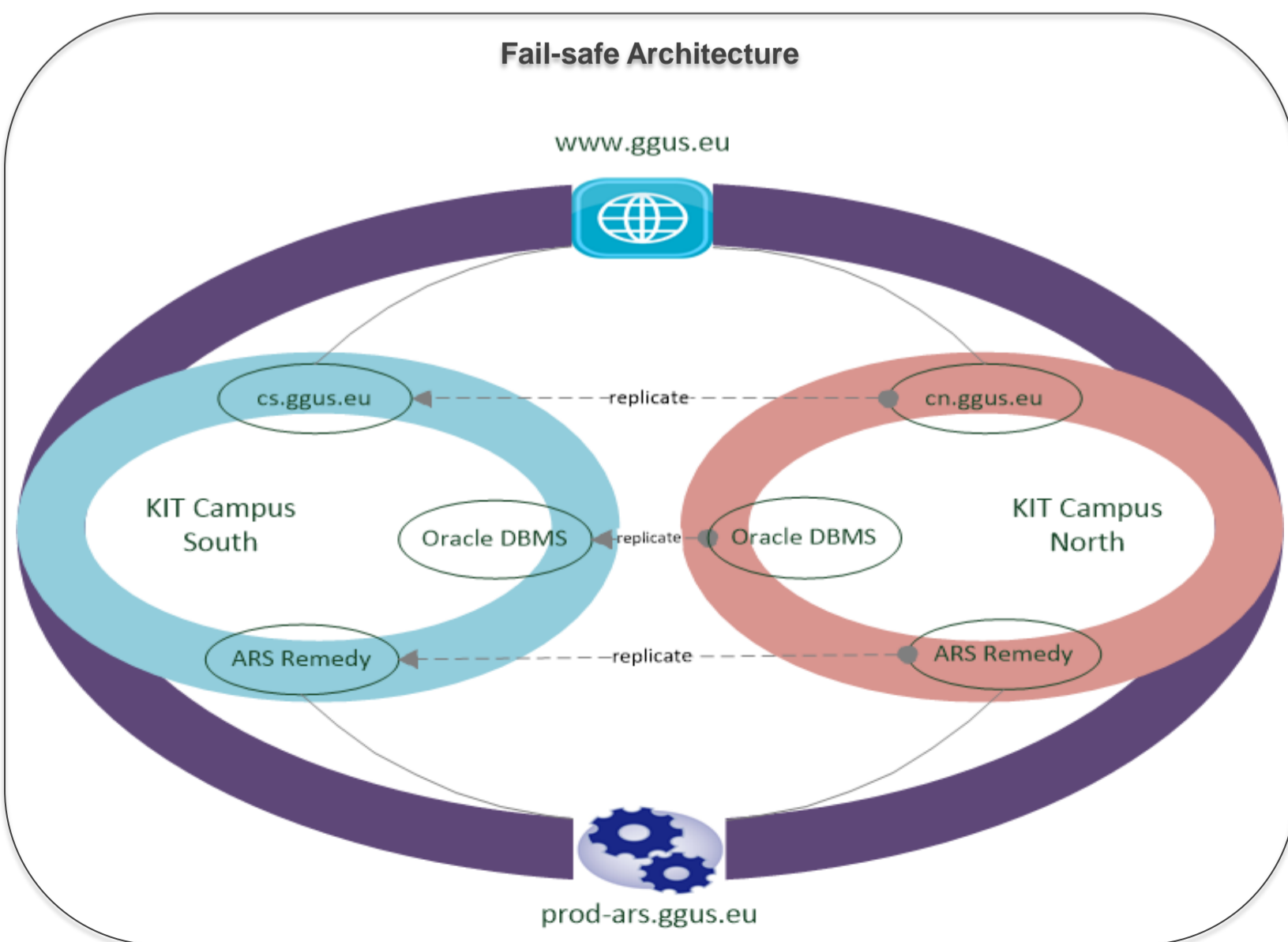
Number of ALARMS per Site



Number of ALARMS per Experiment



## Fail-safe Architecture



[ggus.eu](http://ggus.eu)

Contact:

[ggus-info@cern.ch](mailto:ggus-info@cern.ch)

Info on this poster:

[indico.cern.ch/event/CHEP2013-GGUS](http://indico.cern.ch/event/CHEP2013-GGUS)

Maria Dimou CERN/IT-SDC  
Helmut Dres KIT/SCC  
Oleg Dulov KIT/SCC  
Guenter Grein KIT/SCC



WLCG