



Introduction to DAST

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(on behalf of the DAST shifters)

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Outline

- DAST Organization
- Manpower
- DAST & ATLAS Authorship
- Training Procedure
- DAST Communication
- Summary

DAST Organization

- **DAST is the Distributed Analysis Support Team**
 - The team that provides the first contact point to help users
 - **DAST deals with all kind of the distributed analysis-related-questions with help from experts and sites cloud support**

- **DAST shifts are Class-2 shifts (done remotely at home institute)**
 - **Two time zones:**
 - **European (EU) 08:00 - 16:00**
 - **North American (NA) 16:00 - 24:00**

- **shifts are categorized in three level for each time zone:**
 - **trained shifter signed up for 1^o level, shift credit 100% (5 days/week)**
 - **expert shifter signed up 2nd level, shift credit 50% (5 days/week)**
 - **trainee shifter, signed up trainee level, shift credit 50% (5 days/week)**
- **Coordinators ensure that 1st Level shifts are covered in EU and NA**

Manpower

NA Time zone (5 shifters):

- Alden Stradling (NA Coordinator),
- Harinder Singh Bawa ,
- Yun-Ha Shi,
- Wensheng DENG,
- Chris Walker (trainer shifter)

EU Time zone (6 shifters):

- Farida Fassi (EU Coordinator),
- Phillipp Anger,
- Mattias Ellert,
- Laurent Duflot,
- Will Buttinger,
- Sebastian Wahrmond

- **Team of 11 people** supporting thousand of grid users in both time zones
- **We need to recruit more people** to have at least 8 permanent shifters per time zone with the aim to reduce the load on the shifters:
 - motivate shifters to renew their commitment with DAST
 - Recover the shifters who moved on

How DAST support thousand of users?

- **Supporting many Grid users is critical to get physics results fast**
- **High quality DAST service is mandatory to cope with the Grid-Analysis-Task-Related-Issues, and provide efficient support to users**
- **A close coordination/collaboration between shifters, experts and cloud site support is required**

- Support to users is provided via this help mailing list:
hn-atlas-dist-analysis-help@cern.ch
- DAST shifters solve the users problem whether directly or canalize it to the relevant experts/cloud support, after making sure that their intervention is necessary
- A follow up of the issue progress is done to ensure the fix is provided

- DAST load is manageable with one person on shift for both time zones and with the help from power users and experts... **active forum**

What kind of issues need help from DAST?

- In DAST forum we discuss these user problems:
 - Panda-clients and Ganga (Front-end tools)
 - JEDI (dynamic job definition and task execution)
 - Athena and Physics Analysis Tools
 - conditions database access
 - Site service problems
 - Rucio/dq2-clients
 - data access at sites and data replication
 - BigPanda (Monitoring system)
 - DaTri (user data transfer system)
 - etc
- DAST is a critical layer gathering users and grid computing system

DAST & ATLAS Authorship

- We have received requests to make qualification task using DAST shift
- This was addressed to the computing management who confirm the following:

- **DAST shift credits can NOT count towards ATLAS Authorship**
 - Authorship rules explicitly forbid using shifts for qualification tasks
- qualification task can be considered to develop tools, procedures, documentation for DAST
- **BUT not doing shifts.**
- DAST shift only gives OTP credits

Training Policy

➤ The new trainee would have a good level of distributed analysis experience using Panda-clients, Ganga, DDM-client-tools, etc

➤ Trainee should **contribute actively, providing support to users** for the messages coming to DAST mailing list and **watching daily** as to what sort of problems are being posted by users and the **responses by the DAST shifters**. Trainee can request help from coordinators whether there is any issue during the training process

➤ This familiarization process allows trainee to gain the knowledge on how to deal with users issues, and also to explore the documentation and learn from the expert shifters during the training process

➤ Coordinators follow up on progress to decide whether the trainee is ready or needs more training to be a shifter

➤ Many shifters come through this system

DAST Communication

- DAST mailing list is one of the list of high traffic → very active list
 - DAST traffic increases significantly before the conferences and during a service upgrade/migration such as JEDI and Rucio
- DAST shifters use a shared Gmail account which allows to track issues, labelling the threads based on the categorizations listed in DAST Twiki
- Gmail allows DAST to receive emails from associated support groups such as offlineSWHelp, PATHelp, dq2-support, etc, which is good!!
- DAST organizes brief weekly meetings for regular discussion and reports. We also have a chat channel set up where shifters can discuss problems via Skype
- DAST twiki:
 - <https://twiki.cern.ch/twiki/bin/viewauth/AtlasComputing/AtlasDAST>

Summary

- DAST continues to be a very successful first-level contact for ATLAS users with Grid analysis issues
- Users are happy with the support from DAST
- Thanks to all involved people, including experts and site/service support people
- DAST is performing fine
 - Lacking shifters in both time zones
 - We aim to have shifters that could take the commitment to last with DAST at least one year/more