



Enabling Grids for E-science

User Support (TSA1.3)

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- **GGUS management & Tools**
 - Alarm and Team tickets
- **TPM and user support effort**
 - Training in Dezember
- **Dedicated LHC experiment support**
 - Report from EIS
- **Regional helpdesk**
- **SA1 participation in training**
 - GridKaSchool

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- **Basics**

- Only the so called “Alarmers” can submit ALARM tickets
- “Alarmers” are experts, nominated by the VO management of one of the 4 LHC VOs
- “Alarmers” need to be **registered** as such in the GGUS user database
- “Alarmers” need a valid grid certificate

- Ticket submit via GGUS portal (only registered "Alarmers")

Submit ALARM ticket

User information

Name: Günter Grein E-Mail: guenter.grein@iwr.fzk.de

CC to ? VO: none

Notification mode ? on every change on solution

ALARM information

Date / Time of Problem: 2008 - 09 - 04 / 10 : 49 UTC

Short description (required):

Describe your problem providing the information listed here ?

MoU Area: --- select below ---

Affected Site: please select a site

- CA-TRIUMF (TRIUMF-LCG2)
- CH-CERN (CERN-PROD)
- DE-KIT (FZK-LCG2)
- ES-PIC (pic)
- FR-CCIN2P3 (IN2P3-CC)
- IT-INEN (CNAE (INEN-T1))

- **Mandatory fields in the web form**
 - Short Description
 - Affected Site
 - MoU Area
 - Raw data recording
 - Event reco or distribution of data to Tier-1 Centres
 - Networking services to Tier-1 centres
 - All other tier-0 services
 - All other services
 - Acceptance of data from the Tier-0 centre
 - Networking service to the Tier-0 centre
 - Data-intensive analysis services, including networking to T0,T1 centres outside
 - All other services
 - End user analysis facility
 - Other Services

- **Ticket submit via formatted mail**
 - The submit mail must be signed with a valid grid certificate
 - The submit mail must use a specific template (https://gus.fzk.de/pages/ggus-docs/documentation/pdf/1560_Alarm_Ticket_Process.pdf)
 - Tier-1 site names can be either
 - GOC DB names or
 - LHC site names which are:

• <i>CH-CERN</i>	<i>NDGF</i>
• <i>CA-TRIUMF</i>	<i>NL-T1</i>
• <i>DE-KIT</i>	<i>TW-ASGC</i>
• <i>ES-PIC</i>	<i>UK-T1-RAL</i>
• <i>FR-CCIN2P3</i>	<i>US-FNAL-CMS</i>
• <i>IT-INFN-CNAF</i>	<i>US-T1-BNL</i>

- **Ticket processing and routing**
 - Tier-1 site notification
 - The site is notified directly by sending an ALARM mail the site alarm mail address
 - Alarm mail addresses are documented at <https://twiki.cern.ch/twiki/bin/view/LCG/OperationsAlarmsPage>
 - As the site alarm mail address is now implemented in GOC DB please add the alarm mail address of your site in GOC DB!
 - ALARM mails are signed with the GGUS certificate
 - ALARM mails sent to tier-1 sites contain a link to the GGUS Alarm ticket
 - Ticket routing
 - Alarm tickets are routed to the ROC directly, bypassing the TPM
 - The routing is based on the tier-1 site name specified in the ticket

- **Basics**

- Only the “Team” members of a LHC VO can submit TEAM tickets
- “Team” members are nominated by the VO management of one of the 4 LHC VOs
- “Team” members need to be **registered** as such in the GGUS user database
- “Team” members need a valid grid certificate
- “Team” members can update all tickets of their team, regardless they have submitted the ticket or not

- Ticket submit via GGUS portal (only registered “Team“ members)

Submit TEAM ticket

User information

Name: Günter Grein E-Mail: guenter.grein@iwr.fzk.de

CC to ? VO ? none

Notification mode ? on every change on solution

Problem information

Date / Time of Problem: 2008 - 09 - 04 / 13 : 17 UTC

Short description (required):

Describe your problem providing the information listed here ?

MoU Area:

Affected Site:

- please select a site
- CA-TRIUMF (TRIUMF-LCG2)
- CH-CERN (CERN-PROD)
- DE-KIT (FZK-LCG2)
- ES-PIC (pic)
- FR-CCIN2P3 (IN2P3-CC)
- IT-INFN-CNAF (INFN-T1)
- NDSE (NDSE-T1)

- **Ticket submit via formatted mail**
 - The submit mail must be signed with a valid grid certificate
 - The submit mail must use a specific template (https://gus.fzk.de/pages/ggus-docs/documentation/pdf/1550_Team_Ticket_Process.pdf)
 - Tier 1 site names can be either
 - GOC DB names or
 - LHC site names which are:

• CH-CERN	NDGF
• CA-TRIUMF	NL-T1
• DE-KIT	TW-ASGC
• ES-PIC	UK-T1-RAL
• FR-CCIN2P3	US-FNAL-CMS
• IT-INFN-CNAF	US-T1-BNL

- **Ticket processing and routing**
 - Tier-1 site notification
 - The site is notified directly about a ticket by sending a mail the site contact mail address
 - The mail addresses used for team tickets are documented at <https://twiki.cern.ch/twiki/bin/view/LCG/TierOneContactDetails>
 - Team ticket mails sent to tier-1 sites contain a link to the GGUS ticket
 - Ticket routing
 - TEAM tickets are routed to the ROC directly, bypassing the TPM
 - The routing is based on the tier-1 site name specified in the ticket

DIFFERENCES BETWEEN ALARM AND TEAM TICKETS

	ALARM Tickets	TEAM Tickets
Ticket processing	Alarming tier-1 site admins at any time (365*24*7)	Notifying tier-1 site admins; actions will only be taken during office hours
Possible submitters	„Alarmers“; these are 3-4 experts of each LHC VO	„Team“ members; these are a number of VO members with expertise
GGUS mail	ALARM mails are signed with the GGUS certificate	Notification mails are not signed

- https://gus.fzk.de/pages/ggus-docs/documentation/pdf/1560_Alarm_Ticket_Process.pdf
- https://gus.fzk.de/pages/ggus-docs/documentation/pdf/1510_FAQ_for_alarm_tickets.pdf
- https://gus.fzk.de/pages/ggus-docs/documentation/pdf/1520_Graph_ALARM_Ticket_Process.pdf
- https://gus.fzk.de/pages/ggus-docs/documentation/pdf/1550_Team_Ticket_Process.pdf
- https://gus.fzk.de/pages/ggus-docs/documentation/pdf/1540_FAQ_for_team_tickets.pdf
- https://gus.fzk.de/pages/ggus-docs/documentation/pdf/1530_Graph_TEAM_Ticket_Process.pdf

- **Consolidate current implementation**
 - Regular testing of alarm process
 - Confirmation of alarm mail receipt by tier-1 site
 - Fine-tuning
- **Extend the current implementation if requested**
 - Tier-2 sites ?
 - VOs ?
 - Submit requests at <https://savannah.cern.ch/support/?func=additem&group=esc>

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- **TPM training will be held in Amsterdam on 10/11 Dezember**
- **Will distribute a detailed agenda and registration soon**
- **We are looking for an experienced TPM to help**

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- **VO management (until June 2008)**
- **Integration of custom CMS tests in SAM**
- **Responsibility for the monitoring of CMS services via SLS**
- **Responsibility for site commissioning in CMS**
- **Development of the CMS Job Robot (automatic submission tool to simulate analysis jobs)**
- **Middleware testing (WMS, CREAM CE)**
- **Solving Grid-related problems for sites (and for users)**

- **workload management, LCG services and representation for the LCG environment**
 - extensively checking and controlling the good behavior of the sites and the services available for Alice, in order to ensure a smooth production at any moment. The support team also represent the experiment in the LCG meetings
- **Storage solutions for the experiment**
 - xrootd experts available for the experiment. Also in terms of support to the sites providing access to Alice
- **software development and monitoring**
 - implementation of m/w into the Alice computing model, build up and maintenance of the Grid s/w infrastructure for the experiment. Specific implementation of dashboard and SAM to cover the experiment needs and expectations

- **First line Grid support.** Any Grid related problem (in production activity) is intercepted and addressed. Grid Experts on duty receive from shift a problem and if this is related to WLCG they pass in turn to me
- **Grid operations of LHCb:** definition of procedures (like: when to ban a site, SAM and production mask, site configuration, automatic inclusion and exclusion of, GGUS, escalation of problems) and monitoring tools for Grid services (Service Map, Dashboard integration, SLS sensors, custom monitoring tools)
- **Grid Contact person in the experiment:** I'm the WLCG representative inside the Experiment and the LHCb Representative on WLCG operations. Channeling information in both directions.
- **Experiment Integration Support** (help in optimizing the usage of the grid infrastructure by suggesting or even implementing tools or recipes like tuning rank expressions for JDL, usage of new feature of gfal, LFC design ex. LFC master/slaves architecture used by LHCb)
- **Outreach person for T1 sysadmins:** all information about LHCb activity all questions and problems are often addressed to me.

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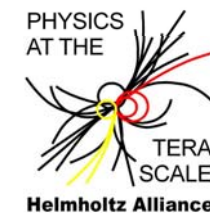
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- **Founded in 2003, Location: FTU of FZK**
- **Target groups:**
 - Graduate students, PhD students and scientists as well as members of national and international grid and e-Science projects
 - All levels of previous knowledge: novices, experienced users, developers and administrators
- **This year's program included:**
 - 16 auditorium presentations
 - 12 hands-on tutorials and workshops in parallel sessions
 - Equal shares of presentations and hands-on parts
 - In addition:
 - 2 social events
 - a grid security workshop
 - an evening lecture



- **Cooperating projects:**
 - SuGI (Sustainable Grid Infrastructures, part of D-Grid): GridKa School as their main training event, will make presentations available as videos on the web
 - HGF Alliance ‘Physics at the Terascale’: GridKa School is its grid summer school
 - EGEE-III; GridKa School has been its local summer school for German-Swiss federation since 2004

- **Industrial supporters:**
 - Additive,
 - Microsoft,
 - Phi-t,
 - Sun Microsystems.

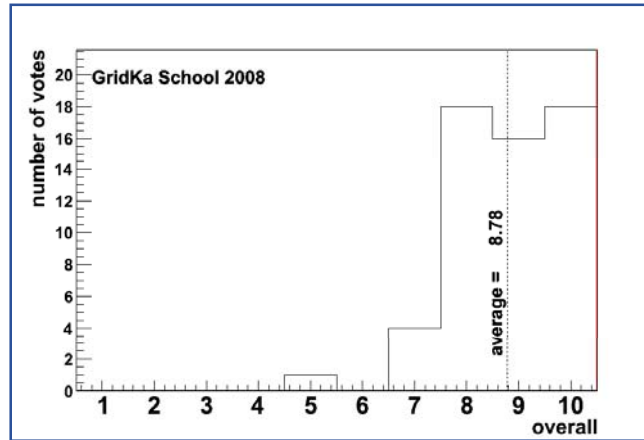


- Public evening lecture on the eve of the LHC start by the designated Director General of CERN, Prof. Rolf-Dieter Heuer (followed by a reception)
- Keynote by Fabrizio Gagliardi on „Grid computing and emerging HPC trends in e-Science“





- Overall rating for school: **8.78** (on a scale from 1 to 10; rating in 2007: 8.51)

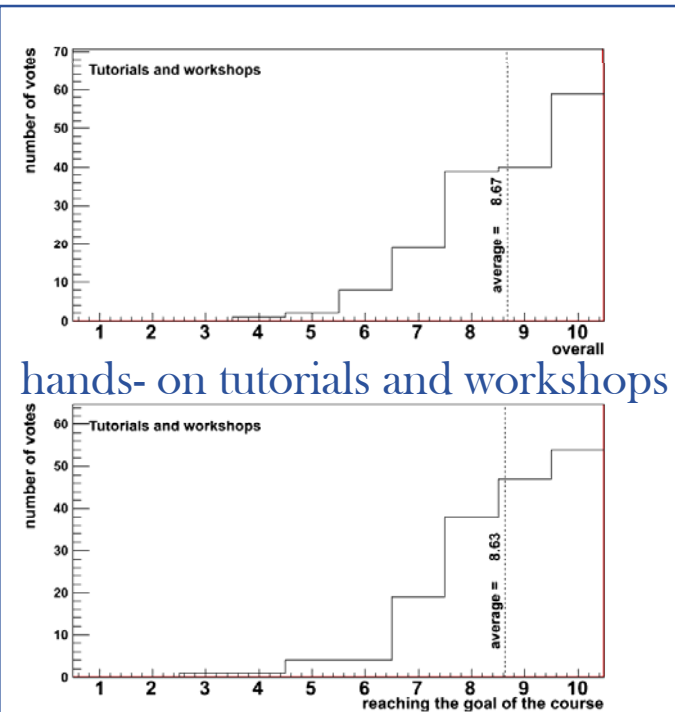
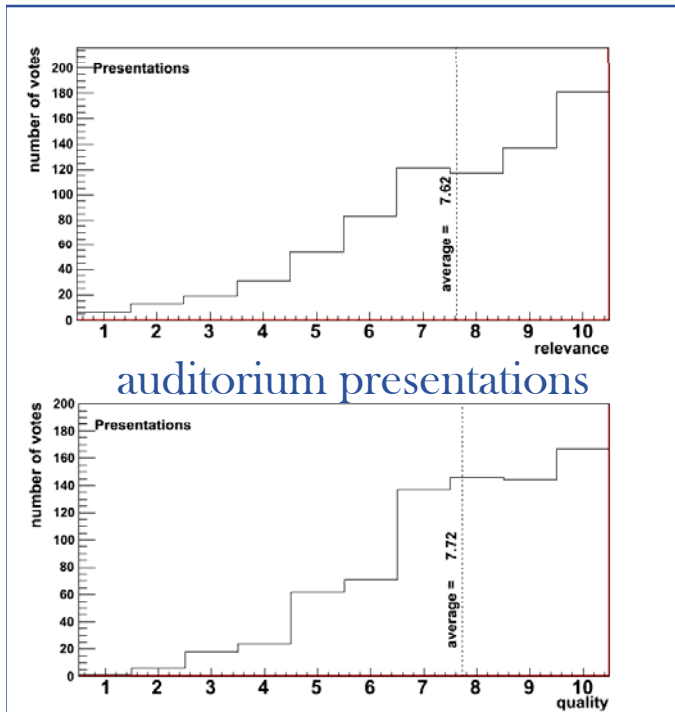


- Overall rating for presentations:

- Relevance: 7.62 (7.78)
- Quality: 7.72 (7.74)

- Overall rating for tutorials & workshops:

- Quality: 8.67 (8.09)
- Achievement of goal of the course: 8.63 (8.01)



- High interest in GridKa School nationally and internationally
- Format of equal shares of lectures and hands-on appreciated by the students
- Evening lecture by Prof. Heuer on the eve of LHC start; fascinating to physicists and non-physicists alike
- High overall rating (8.78) for the school
- F. Gagliardi praised GridKa School as a **“reference point in Europe”**

- Currently review of this year’s event by the GridKa School organizing team
- Upcoming discussions with cooperating projects
- Next year’s school preliminary scheduled for August 31st to September 4th