eGee

TNLC meeting

ENOC trial status

SA2 activity

4th EGEE conference, Pisa – 2005-10-25

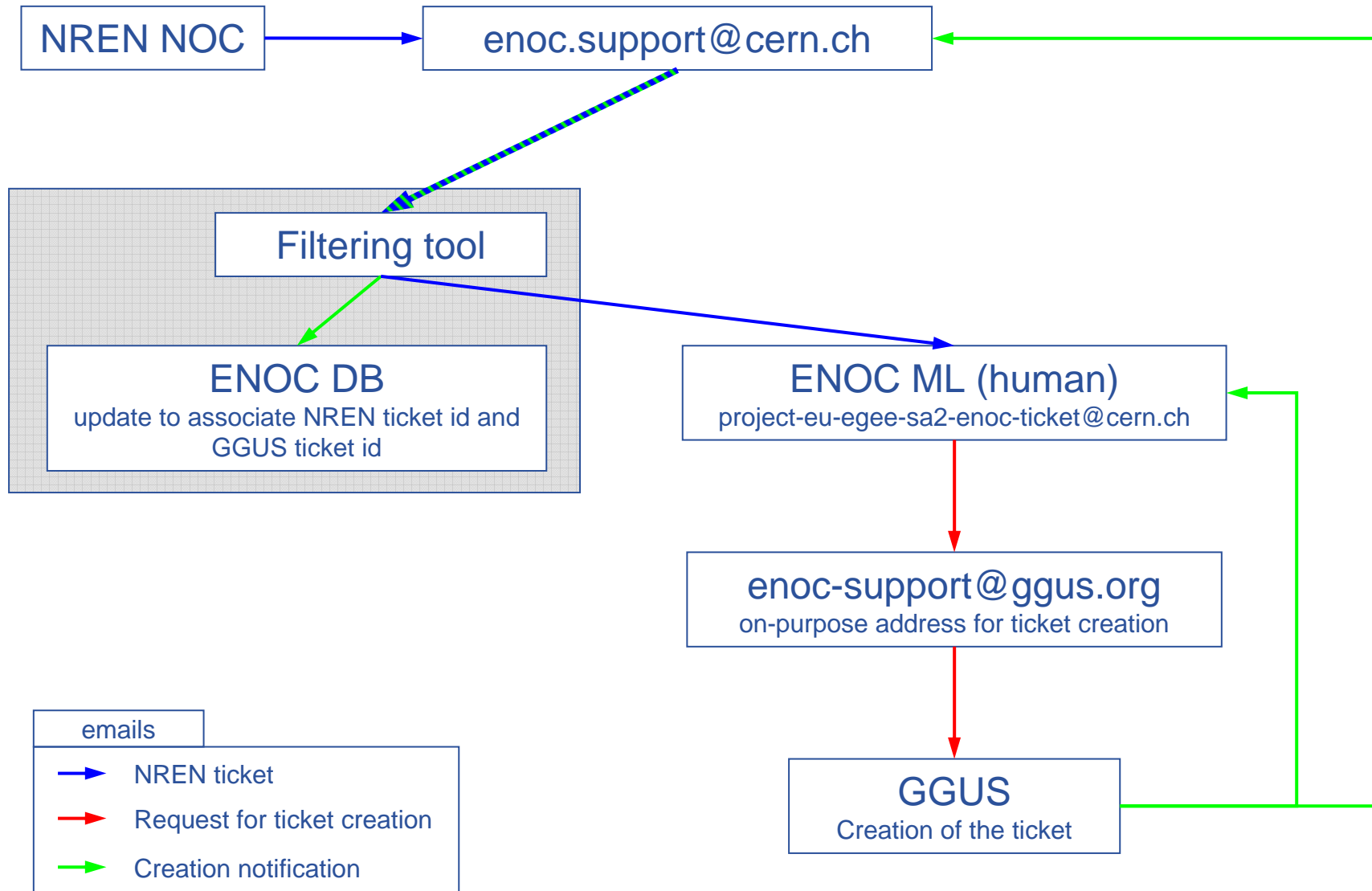**www.eu-egee.org**

Information Society

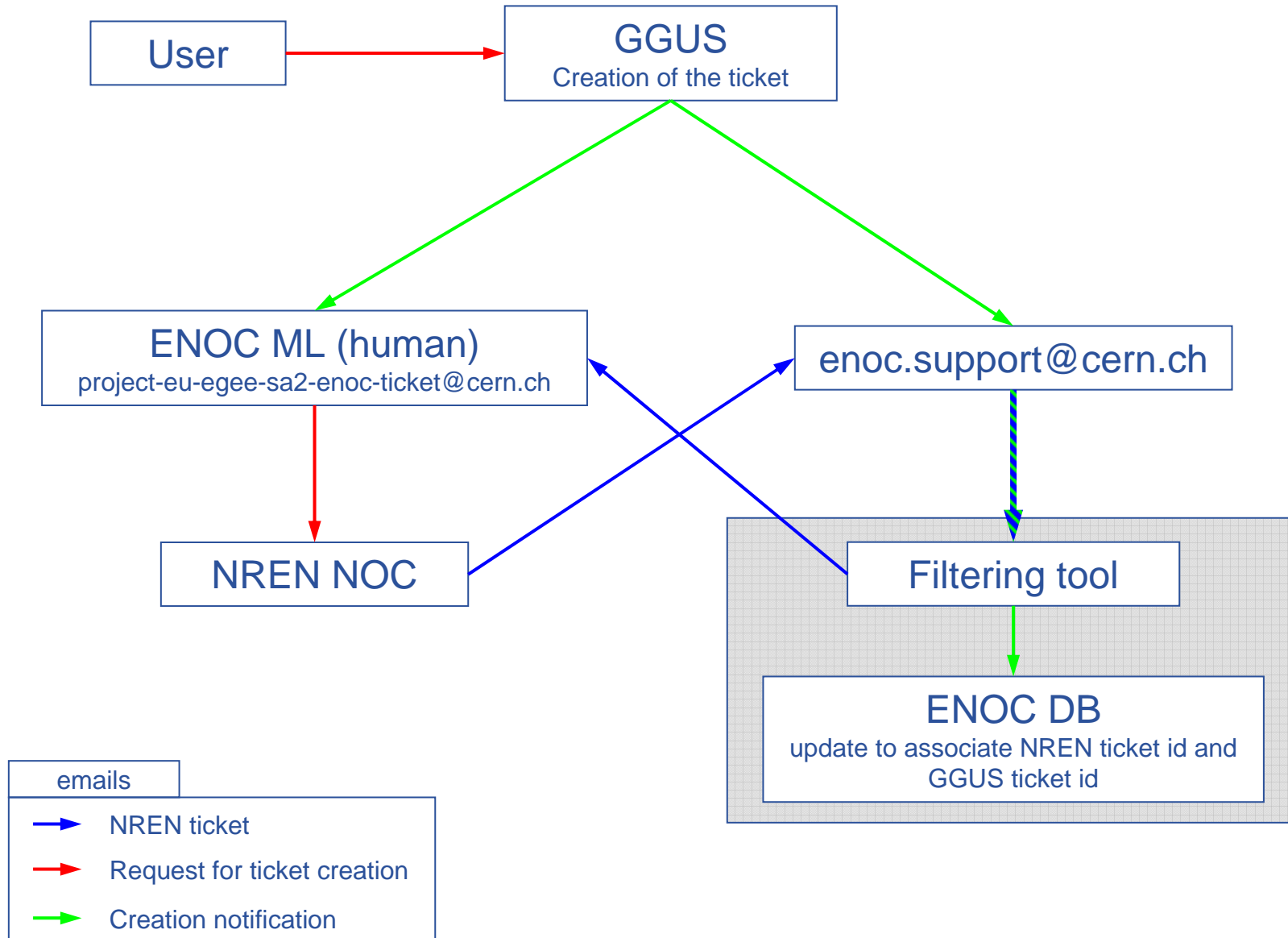**Enabling Grids for E-sciencE**

- **ENOC is "EGEE Network Operation Center":**
  - Support unit for all network related issue in EGEE,
  - Interface between EGEE and NRENs NOCs.
- **A trial takes place during the summer:**
  - Two NRENs involved: Géant and Renater (plus RBnet),
- **Aim:**
  - Work with GGUS to integrate the ENOC in their workflow,
  - Tests of the ENOC procedures defined in MSA2.3,
  - Software implementation to parse and filter TT emails.
- **Early stats (68 days test):**
  - About 1500 mails received (more than 600 per NREN, the rest from GGUS),
  - This corresponds to about 450 unique TT (~200 per NREN),
  - This means about 22 mails per day including week-end (10 per NREN) for about 7 TT handled per day.

NREN NOC → enoc.support@cern.ch

Filtering tool

ENOC DB
update to associate NREN ticket id and
GGUS ticket id

ENOC ML (human)
project-eu-egee-sa2-enoc-ticket@cern.ch

enoc-support@ggus.org
on-purpose address for ticket creation

GGUS
Creation of the ticket

emails
→ NREN ticket
→ Request for ticket creation
→ Creation notification

User → GGUS
Creation of the ticket

GGUS → ENOC ML (human)
project-eu-egee-sa2-enoc-ticket@cern.ch

GGUS → enoc.support@cern.ch

ENOC ML (human) → NREN NOC

NREN NOC → enoc.support@cern.ch

enoc.support@cern.ch → Filtering tool

Filtering tool → ENOC ML (human)

Filtering tool → ENOC DB
update to associate NREN ticket id and GGUS ticket id

emails

→ NREN ticket

→ Request for ticket creation

→ Creation notification

Enabling Grids for E-sciencE

- **The workflow has proven to "work":**
  - Still some pending requirements to GGUS (priority of TT, attachments handling): about to be met by GGUS,
  - Need of rules & policies to:
    - To deal with scheduled maintenance tickets,
    - To choose which NREN TT is relevant to be forwarded to GGUS (scope of the incident, maintenance),
    - To assess if an incident has a true impact on grid users (rerouting).

- **Next steps:**
  - Move to be really "operational"?
  - Test if the "grid user" workflow works: some parts of the workflow have been tested, but not as a whole;
  - Test if it scales to 20 (and more) NRENs (workload on the filter tool and on the ENOC people).

Conclusion (cont.)

Enabling Grids for E-sciencE

- **Open issues:**
  - How will ENOC decide which is the relevant NREN to contact when there is a trouble detected?
  - How will ENOC decide if a NREN TT has an impact on the grid?
    - "Location" of the incident is not normalized (list of fixed values);
    - Link between location and EGEE sites;
    - "Impact" field is not normalized (list of fixed values) and even not always present.
  - ENOC have to cope with a very broad heterogeneity of TT formats:
    - Only a few fields are always present;
    - Some are not mandatory even if very useful for ENOC;
    - Translation issue (again no normalization!);
- **Questions?**

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