



Enabling Grids for
E-science in Europe

*SA1 operational policy training,
Athens 20-21/01/05*

SA1 SEE ROC Processes

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Objectives of this session

- Review our ROC responsibilities
- Agree on our ROC operational policies

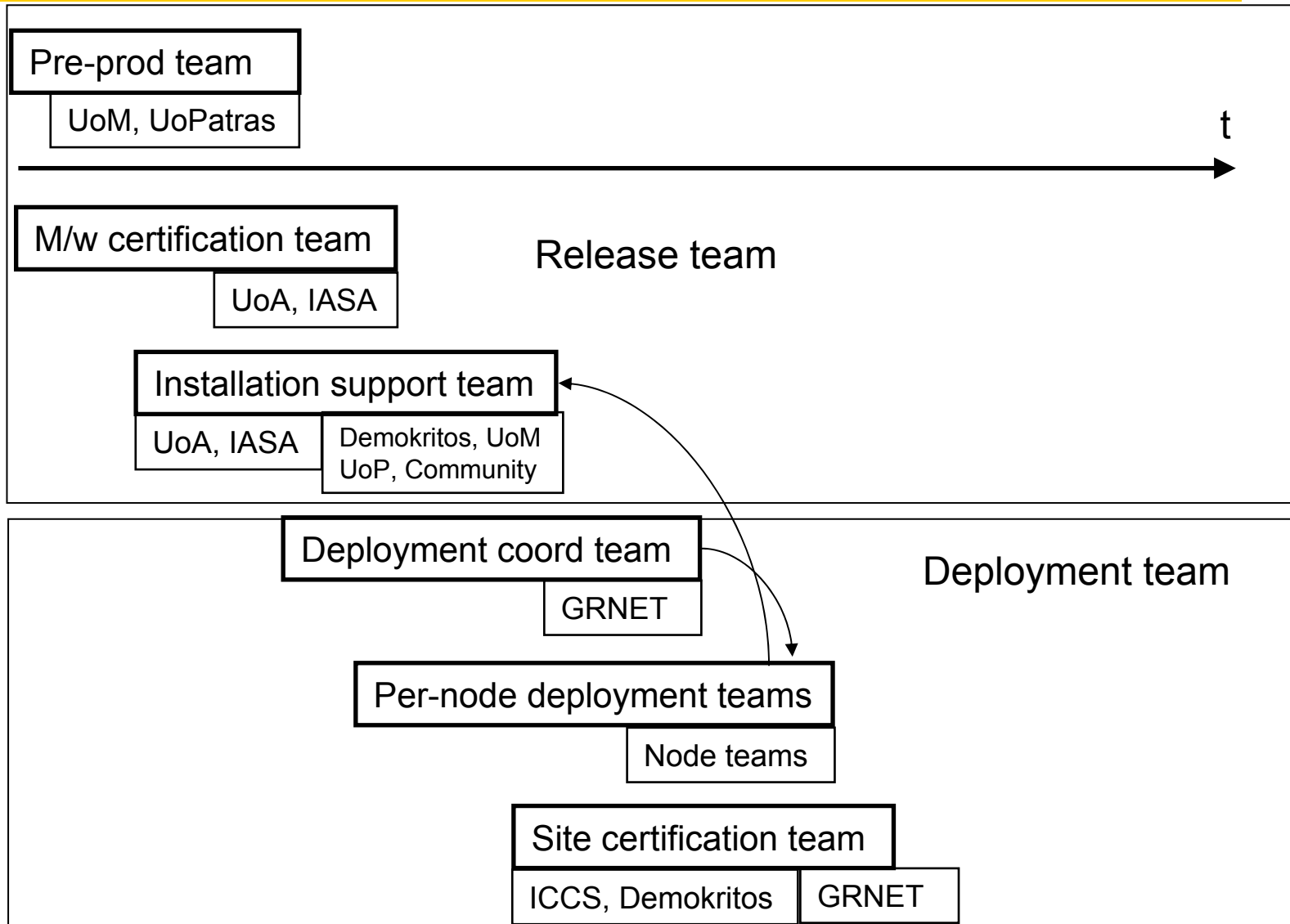
Our collective aim

- Build expertise and operational procedures that will allow Greece to:
 - Integrate into European production-level infrastructure
 - Operate a self-standing coherent Grid infrastructure
 - Create teams of core experts for the future
- Make sure EGEE-2 arrives
 - Continue our integration into European trends
 - Support local users
- Always be one step ahead 😊

Process

- JRA1 test m/w → pre-production (separate infrastructure)
 - Giving f/b to JRA1, users, etc.
 - Have experience with new m/w
- M/W certification
- Release installation preparations
 - Installation testbed
- M/W deployment / upgrades
- Monitoring and operational support
- User support

Deployment



SEE Helpdesk

RO

Pre-production service

- Smaller sites, but still need to be committed (support 8x5)
- New generation m/w
 - EGEE components phased induction
- Crucial for testing and experimentation
- Crucial to give feedback to m/w developers, experiments, and production service operations
- Will gain early experience with m/w so can help the installation support team

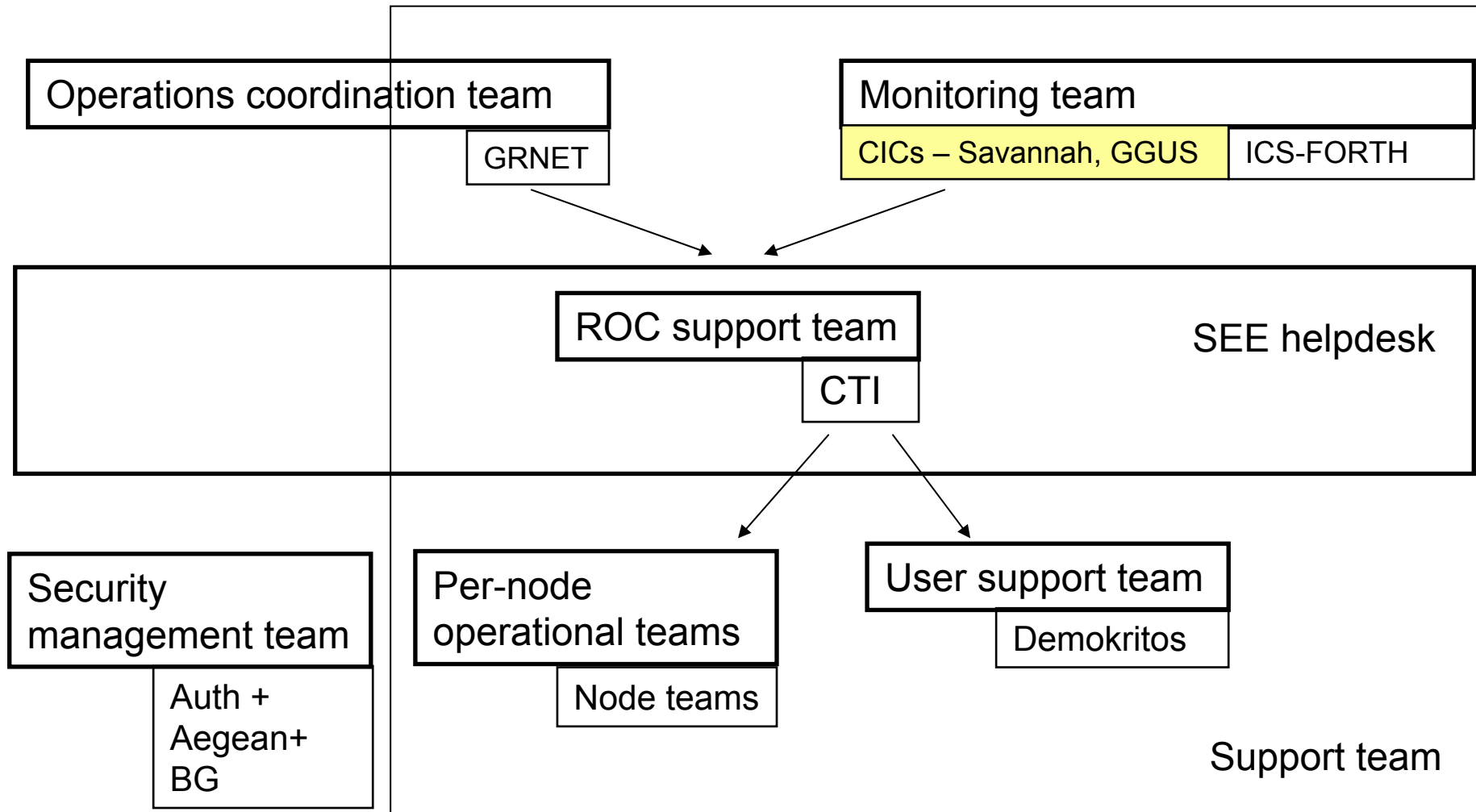
Certification and installation preparation

- ROC in principle performs m/w acceptance testing (certification) on the target platform
 - Certification testbed needed
 - Participate in development of testing suites
 - However this is centralized at CERN currently
- Porting to other platforms if necessary
 - All our sites are likely to run the default OS
 - Site responsible for porting if decides to run different OS
- Customization of m/w to the local configuration
 - Currently no obvious customizations necessary
 - Sites responsible for customizations
- UoA coordinating porting and customization
- Establishing installation guidelines and procedures
 - Installation testbed needed
 - Providing installation / customization advice through helpdesk
- Documentation
 - CERN-based

Deployment and upgrades

- SLA establishment with RC
- New release / upgrade deployed on production RCs
 - Deployment of core GRID services (RB, BDII, RLS) at any of the sites if and as needed to support local VOs
- Need coordination and stable procedures (KK presentation)
- Site certification
 - Lead partner: ICCS
 - Site teams responsible for running the tests

Operations



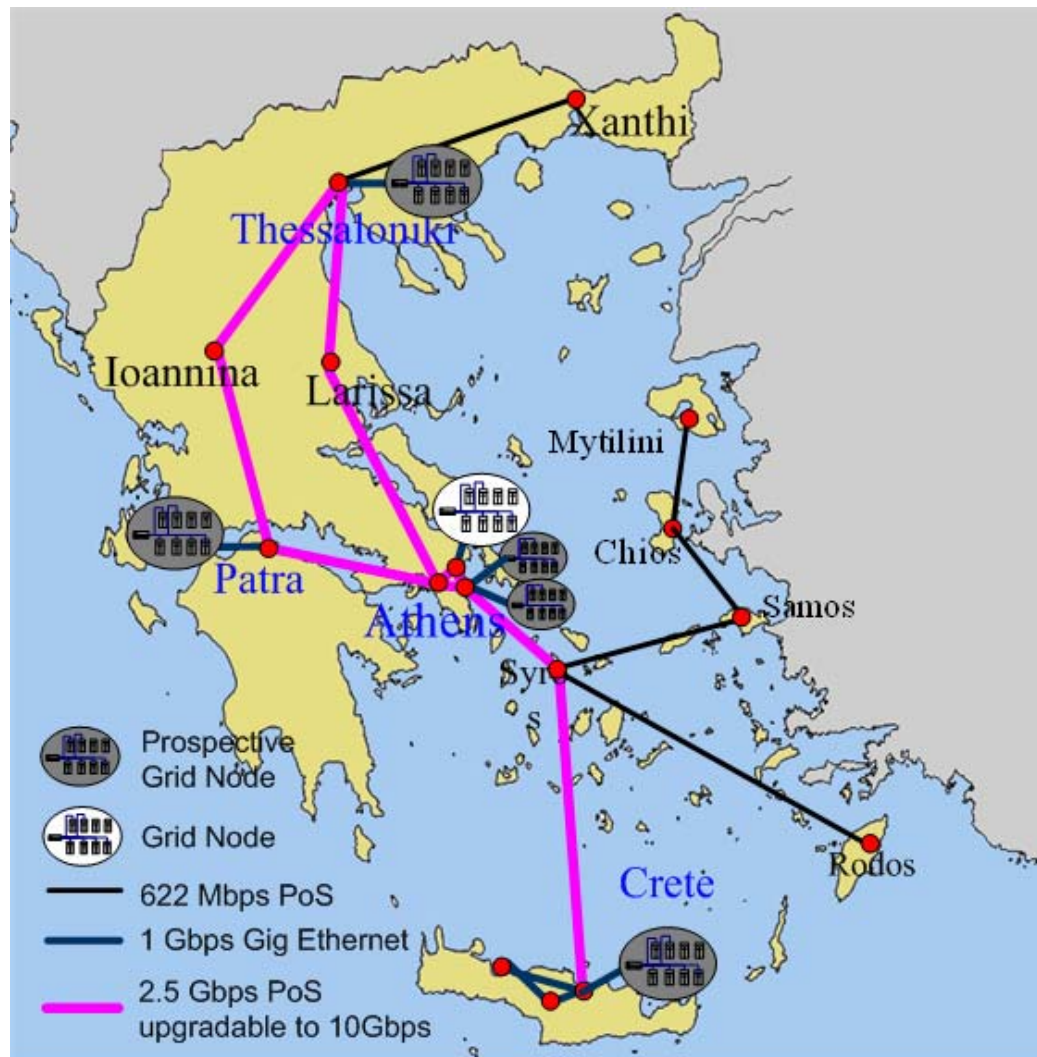
Monitoring

- Proactive
 - Currently by CICs
 - But our ROC should start taking over pro-active monitoring
- Statistics
 - SLAs, accounting etc
 - Centralised (incl. database)
 - Per-site local monitoring service for fabric, accounting, other stats

- Coordination and follow up of tickets arriving from CICs, sites and users
- Helpdesk operations: problem diagnosis and problem referral to relevant groups (installation problem, site-specific problem, user-specific problem)
- Participate in developing and running coherent Trouble Ticket (TT) and knowledge database infrastructure
 - Helpdesk in RO
- Sites responsible for:
 - Front-line support for the operational problems
 - Front-line support for local and remote users
 - Automated procedures for daily checks + failure notification
 - Problem tracking system for support

- Detailed CA presentation by CK
- Auth operates the CA, VOMS, MyProxy
- Aegean provides support and specific authorisation activities (VOMS)

Greece: GRID projected topology



Additional non-HG nodes welcome!
i.e. Auth, UoM, IASA

Sites + responsibilities

Production site	Responsible partner: operations
HG-01-GRNET	ICCS
HG-02 (Athens 2) + potential IASA cluster	IASA
HG-03 (Thessaloniki)	Auth+UoM
HG-04 (Patras)	CTI
HG-05 (Crete)	ICS-FORTH
HG-06 (Athens 3)	NTUA (non-EGEE)
GR-01-Auth	Auth
GR-02-UoM	UoM
Pre-production site	
Pre01 (UoM)	UoM
Pre02 (UoPatras)	UoPatras

Communications procedures



- www.egee-see.org
- egee-see-sa1@grnet.gr
- CERN Document Server (CDS):
<http://agenda.cern.ch/displayLevel.php?fid=41>
- Main site <http://egee-intranet.web.cern.ch/egee-intranet/gateway.html>
- EDMS server (In OTHERS/EGEE/) <https://edms.cern.ch>