



FZK T1-T2 Workshop
"Operating a Grid Service"

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Services in LCG/EGEE



- Many existing services run already that have more than local scope
 - RB, MYPX, SE, ...
- SC3 has added new services on top of LCG-2 in response to LCG Baseline Service Working Group
 - SRM SEs, LFC, gLite FTS
- gLite pre-production service has many more candidate services to move into full production
 - gLite WMS, glite-I/O, FireMan, ...
- More new services will come for SC4
 - Do we know what services are needed for analysis ?
 - PROOF, xrootd, ...
- Observation on new services:
 - rapid change rate required to mature them
 - Both in terms of software and operational procedures



Partners in a grid-wide Service



- Many partners involved in managing a service
 - Deployment team for release management, packaging
 - And they handle liaison with dev teams for bug fixing
 - Site admins for first level support and fabric management
 - CIC-on-duty for monitoring at the grid level
 - GGUS for end user support
 - Experiment support teams to aid integration of experiment frameworks
 - VO Administrator are clients for service and application level monitoring
- All partners need certain information in order to manage the service
 - Probably only the first two teams above get the right level of detail



Service Operational Ticklist



- User support procedures (GGUS)
 - Troubleshooting guides + FAQs
 - User guides
- Operations Team Training
 - Site admins
 - CIC personnel
 - GGUS personnel
- Monitoring
 - Service status reporting
 - Performance data
- Accounting
 - Usage data
- Service Parameters
 - Scope - Global/Local/Regional
 - SLAs
 - Impact of service outage
 - Security implications
- Contact Info
 - Developers
 - Support Contact
 - Escalation procedure to developers
- Interoperation
 - What effect does an upgrade has?
- First level support procedures
 - How to start/stop/restart service
 - How to check it's up
 - Which logs are useful to send to CIC/Developers
 - and where they are
- SFT Tests
 - Client validation
 - Server validation
 - Procedure to analyse these
 - error messages and likely causes
- Tools for CIC to spot problems
 - GIIS monitor validation rules (e.g. only one "global" component)
 - Definition of normal behaviour
 - Metrics
- CIC Dashboard
 - Alarms
- Deployment Info
 - RPM list
 - Configuration details (for yaim)
 - Security audit



gLite FTS ticklist satisfaction



- [Redacted]
- User guides
- [Redacted]
- GGUS personnel
- [Redacted]
- Accounting
 - Usage data
- [Redacted]
- SLAs
- Impact of service outage
- Security implications
- [Redacted]
- Interoperation
 - What effect does an upgrade has?
- [Redacted]
- SFT Tests
 - Client validation
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 - Procedure to analyse these
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- Tools for CIC to spot problems
 - GIIS monitor validation rules (e.g. only one "global" component)
 - Definition of normal behaviour
 - Metrics
- CIC Dashboard
 - Alarms
- [Redacted]
- Security audit



Summary



- We need to monitor status of current services
... and define the **procedure** to move a new service into full operation mode
- **Issue:** We mentioned who needed the information
 - But not who provides it...
- Harry will cover some local site issues next
 - Including hardware and fabric which we haven't even mentioned



Discussion

