



TRIUMF 24x7 Support

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TRIUMF

LCG MB meeting

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TRIUMF 24x7

- TRIUMF is operated 24x7 (cyclotron)
- One of the main reason for being site for Canada's ATLAS Tier-1
- Someone is always present in TRIUMF's control room at all times.
- Simple procedure is in place for the operator with respect to LCG support: *call Tier-1 personnel* (cell phones, home)
- CERN has TRIUMF's control room phone number.

LCG support / Monitoring

- Usual hardware redundancy for fail over: dual power, UPS, redundant air conditioning units
- Ganglia is used for hardware/system monitoring:
- Various system logs monitored with automated email notification to experts (RAID controllers, etc.). Experts not paged automatically.
- Site LAN/WAN is monitored 24x7 (expert paged)
- Grid/baseline services:
 - Site Functional Tests, SAM, GGUS, users emails
- Storage: dCache monitored through it's web interface very frequently (human intervention with no automation yet).

Summary / To do

- At the moment we have effectively ~16 hours coverage (8am-midnight) support for LCG.
- Currently 3 people (full time), dedicated to Tier-1 operations
- We are about to hire 3 extra people in the coming weeks.
- Sometimes close to 24x7 due frequent Tier-1 personnel travels to CERN primarily.
- A full 24/7 coverage plan is being worked out and should be implemented & operational in January of 2007. (extended monitoring, automated paging, cell phone rotation)
- We would like also CERN/ATLAS to call us by phone if there is an urgent problem (timezone difference), not be able to respond to emails quickly (night time).