



Postmortem gLite-3.0.0

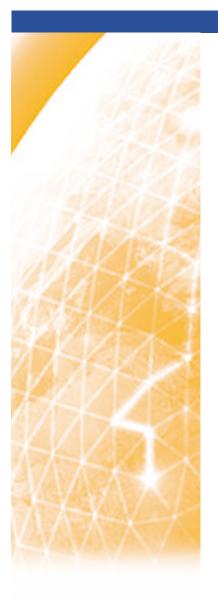
postmortem

an examination of a dead body to determine the cause of death.

an analysis or discussion of an event held soon after it has occurred, esp. in order to determine why it was a

failure: an election postmortem on why the party lost.







Bug-Issue-State-Progress Tracking (before and after the release)







- During release preparation:
 - Savannah
 - LCG components
 - Release relevant and general problems mixed
 - gLite components
 - Release relevant and general problems mixed
 - Pre-production mailing list
 - Open issues via Wiki Page
 - Here issues are jointly listed
 - bug numbers referenced
 - Status changes manually updated ----> consistency with bug trackers?????
 - Test status
 - Some components via Web result page
 - Some components via e-mail messages (works/doesn't)
 - Impossible to link test results with status of release
 - Situation improved with additional Wiki table for test tracking
 - Manually updated (trust?)



Tracking II

- During Rollout:
 - Savannah
 - LCG components
 - Release relevant and general problems mixed
 - gLite components
 - Release relevant and general problems mixed
 - GGUS ticketing system
 - Install problems
 - User problems
 - Software problems
 - Configuration problems
 - Answered or transferred to Savannah
 - Who closes when what?
 - Mailing lists & private communication
 - We did not manage to stick to the rule
 - "If it is not in a tracker it is not a problem"
- Never a clear, visible status of the problems -----> Doubt, Rumours,



Tracking III

- In depth research needed to answer questions like this:
 - Which bugs are fixed in gLite-3.0.0-RC2?
 - Is bug #1216 fixed in gLite-3.0.0-RC2?
 - Which tag version/RPM version fixes bug #1786?
 - New bug opened during certification outside the cert process
 - Does this affect the version on the certification testbed?
- Some changes underway:
- Merging all Savannah tracker
 - With additional information
 - Need for Savannah "data mining tools"
 - Security issues (all DB tables of all project owned by one user)
- New integrated process (in progress)
- GGUS ticketing not resolved





Communication (?)







Communication

- Project management -> release team
 - Release team was aware of the target release date (May 1st) and derived dates
 - -6 weeks pre-pro (was missed!!!)
 - End user documentation team assumed 1st of June
- Project management -> experiments
 - Different views in the experiments about what will be in the release and how long this can be negotiated
 - ATLAS (gLite-CE not needed)
 - Release date clear
- Project management/ release team -> developers
 - Release date took several of the developers by surprise
 - Assumed 1st of June as closing date
 - Totally unaware of the date
- Release team -> ROCs
 - Pre-release before eastern was not seen as an indication that the release will come on time
- Release team/ ROCs -> sites
 - Most of the sites are not aware of the release schedule



Communication II

- System Elements:
- Release Coordinator
- Developers
- Integrators
- CertTestBed Manager(s)
- Testers

This has to be more formalized (+ common sense)

- Problem statement:
- All have to synchronize some of their activities with each other and some need to have an aggregated, up to date, status view
- Most problems need more than one iteration on each comm. channel
- "some of their activities" ----> 100% are 100% active
- -----> communication handshakes fail without being noticed for hours
- This was extremely expensive
 - Time
 - Source of conflicts



Communication III

Enabling Grids for E-science

- Spreading the gospel (Announcing releases)
 - Shotgun approach
 - Rollout, glite-announce, ROCs, forward to all management lists ...
 - Rollout list
 - a discussion forum where all kinds of interesting ideas are floated
 - new releases are treated like this
 - frequently ignored/ seen as an recreational activity
 - Release pages
 - Static, only visited when people got the signal
 - ROCs
 - Don't reach the extension projects
 - Different speed limits
- Need to use gLite-announce as a one way channel
- Convert rollout to a discussion list/ newsgroup
- Maintain an interesting news page



Communication IV

- Rumors and scaremongering
 - A lot of time and energy is devoted to verify or falsify rumors
 - Constant review mode for SA3/SA1
- Bashing CERN-IT based activities and staff is widespread
 - Samples:
 - No gLite-CE ever worked
 - gLite-3-0 was release without testing
 - •
 - This has a severe effect for the "moral" in the trenches
 - People try to avoid making mistakes by all means -----> productivity meltdown
- We have to report openly and truthfully
- (and maybe we have to bite back a bit more)





Documentation







Problems

- Too much
- Not enough
- New and old
- Quality
- Hard to find
- Wrong/outdated
- Too aggregated
- No "one stop" shop
- Branding
- Hard to maintain
- Documentation from partners not linked
- Not read



Too much

- We basically provided LCG-2.7 + gLite-1.5 + gLite-3.0 specific
- Separated already information on non included components

Not enough

- Material on boot strapping a site has to be added again
 - Was there in early LCG-2 releases
 - What is a site, central services etc.
 - Which notes, hardware requirements, how to start

New and old

 Site managers get confused by finding different instructions for the same components (tarball UI)

Quality

- Need to proof read documentation and check links before release
- Wiki material has to be reviewed and removed/updated



Hard to find

- Documentation is scattered between several pages
- Several Wiki sites with information
- Guide to documentation needed
 - short summary for all documents

Wrong/outdated

- See "quality"
- Good example "Testing your site"
- Review!!!

Too aggregated

- YAIM description and install guide is mixed
- No "one stop" shop
 - We need a high level intro

Branding

- No uniform naming of documents/ services
- No classification of documents
- No common appearance



Hard to maintain

- Some of the documentation can be only build by an elite
- Can have site effects
- Documentation from partners not linked
 - Example:
 - Material that covers other batch systems
 - Special setups via NAT

Not read

Especially the "Release Notes" are not read by half of the sites