

# Broadcast Tool Templates for the Grid Production Service

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## 1. Purpose

There have also been many instances of confusing broadcasts and broadcasts which have been sent to the wrong audience, particularly with regard to site and service downtime. To attempt to rectify this issue I suggest that we implement some broadcast templates. Each template would have a limited number of fields that the broadcast submitter can fill in. The subject and body of the broadcast will then be automatically generated by the CIC portal broadcast tool. The mandatory set of contacts for each broadcast will be predefined so that the submitter does not have to choose to whom the broadcast should go. However, to enable some flexibility the submitter will also be able to specify additional contacts if they so wish.

The suggested templates are given in sections 4 to 10.

Please note that these templates concern the EGEE grid production service, but can equally well be applied to the pre-production service.

## 2. Workflows

Here are described the sequence of broadcasts which should be used in different scenarios. The numbers correspond to the sections in this document.

- Site announces scheduled downtime and comes out of downtime before or at the announce time  
3 ⇒ 6
- Site announces scheduled downtime but then needs to extend downtime  
3 ⇒ 5 ⇒ 6
- Site announces UNScheduled downtime and comes out of downtime before or at the announce time  
5 ⇒ 6
- Site announces UNScheduled downtime but then needs to extend downtime  
5 ⇒ 5 ⇒ 6

## 3. Notation of Time

When giving times of the day please use UTC. If you wish, the local time may also be quoted but must be in parentheses, after the UTC time. For example: 10:00 UTC (12:00 Swiss local time).

**BE AWARE** that if your country uses daylight saving hours, then your time relative to UTC will change during the year. For example, during the summer the UK is at UTC+1, during the winter it is at UTC.

Also, a major source of confusion when using UTC is that *the date also follows UTC*. For example, suppose you are in Germany and you want to declare a downtime from 01:00 on Tuesday 1 July, local time. Germany is at UTC+2 in the summer therefore the corresponding UTC time is 23:00 UTC **AND THE UTC DATE WOULD BE Monday 30 June**.

Here are some useful links regarding UTC and it's use:

- Web page (Java enabled) showing times at all EGEE ROCs, WLCG tier-1 site and UTC:  
<http://www.timeanddate.com/worldclock/personalapplet.html?cities=16,26,31,339,64,69,87,964,535,136,333,166,179,239,241,256>
- UTC clock from the Bureau International des Poids et Mesures:  
[http://www.bipm.org/en/scientific/tai/time\\_server.html](http://www.bipm.org/en/scientific/tai/time_server.html)
- A brief explanation of UTC/GMT:  
<http://www.timeanddate.com/library/abbreviations/timezones/eu/gmt.html>
- Useful tools:  
<http://www.worldtimeserver.com/>

## 4. Scheduled down time for grid core services or site computing/storage resources

### Target audience:

When only site services are affected:

- VO IT operational contacts - *for VOs supported by the site*
- VO users - *for VOs supported by the site*
- ROC managers - *of ROC to which the site belongs*
- Grid operations team (CIC-on-duty - COD)

When one or more core middleware services are affected at a single site:

- News publication on CIC portal site
- VO IT operational contacts - *for VOs supported by the site*
- VO users - *for VOs supported by the site*
- ROC managers - *All*
- Site administrators - *All*
- Grid operations team (CIC-on-duty - COD)

When a non/middleware core service is affected:

- News publication on CIC portal site
- VO IT operational contacts - *for SAM, CIC portal and GGUS*
- VO users - *for SAM, CIC portal and GGUS*
- ROC managers - *All*
- Site administrators - *All*
- Grid operations team (CIC-on-duty - COD)

### Suggested page layout

(This is simply to illustrate the information that should be collected)

Site name (as in GOC db):

Services affected (separate node names with commas):

Entire site

**Site middleware services**

Computing element(s) node name(s)

Storage element(s) node name(s)

**Core middleware services**

RB/WMS node name(s)

FTS node name(s)

MyProxy node name(s)

VOMS node name(s)

VOMRS node name(s)

Top level BDII node name(s)

Global LFC node name(s)

**Other core services**

SAM monitoring

Gstat monitoring

CIC portal

GGUS

GOC db

Time zone of site/service: UTC

Start of downtime: time  (local time) day  date

End of downtime: time  (local time) day  date

VOs affected:  All VOs    Select from list of VOs

Additional information:

*(Give any further, relevant details. For example, will job queues be drained in advance? etc.)*

CC:

(Separate e-mail addresses with a comma)

These data should then be used to create the following e-mail:

**Subject:** Scheduled downtime of ["entire site"] or [list of service types] at [site name] from [time], [day] [date] UTC

**Downtime will begin at:** [time, day date] (UTC)  
([time, day date], site local time)

**Downtime will end at:** [time, day date] (UTC)  
([time, day date], site local time)

**Services affected:**  
["ALL SERVICES"]

OR

- 1) [service 1]: [host name as it appears in the GOC database, if relevant]
  - 2) [service 2]: [host name as it appears in the GOC database, if relevant]
- etc.

**VOs affected:**  
["ALL VOs"]

OR

[VO 1]  
[VO 2]  
etc.

[Include data from the Additional Information field]

Examples:

**Subject:** Scheduled downtime of entire site at CERN-PROD from 23:00, Monday 31 July UTC

**Downtime will begin at:** 23:00, Monday 31 July (UTC)  
(01:00, Tuesday 1 August, site local time)

**Downtime will end at:** 23:00, Thursday 3 August (UTC)  
(01:00, Friday 4 August, site local time)

**Services affected:**  
ALL SERVICES

**VOs affected:**  
Alice  
ATLAS  
CMS  
LHCb

This is due to a predicted wormhole in the space-time continuum which will propel CERN 3 days into the future.

Subject: Scheduled downtime of LFC + FTS at PIC-PPS from 09:00, Monday 24 July  
UTC

Downtime will begin at: 09:00, Monday 24 July (UTC)  
(11:00, Monday 24 July, site local time)

Downtime will end at: 12:00, Tuesday 25 July (UTC)  
(14:00, Tuesday 25 July, site local time)

Services affected:

- 1) LFC: lfc02.pic.es
- 2) FTS: fts01.pic.es

VOs affected:

Picard  
CMS  
BioMed

The hardware for these services will be replaced. The LFC database will be restored after the new hardware is in place.

## 5. **Unscheduled down time for grid core service or site computing/storage resources**

### Target audience:

When only site services are affected:

- VO IT operational contacts - *for VOs supported by the site*
- VO users - *for VOs supported by the site*
- ROC managers - *of ROC to which the site belongs*
- Grid operations team (CIC-on-duty - COD)

When one or more core middleware services are affected at a single site:

- News publication on CIC portal site
- VO IT operational contacts - *for VOs supported by the site*
- VO users - *for VOs supported by the site*
- ROC managers - *All*
- Site administrators - *All*
- Grid operations team (CIC-on-duty - COD)

When a non/middleware core service is affected:

- News publication on CIC portal site
- VO IT operational contacts - *for SAM, CIC portal and GGUS*
- VO users - *for SAM, CIC portal and GGUS*
- ROC managers - *All*
- Site administrators - *All*
- Grid operations team (CIC-on-duty - COD)

### Suggested page layout

(This is simply to illustrate the information that should be collected)

Site name (as in GOC db):

Services affected (separate node names with commas):

Entire site

**Site middleware services**

Computing element(s) node name(s)

Storage element(s) node name(s)

**Core middleware services**

RB/WMS node name(s)

FTS node name(s)

MyProxy node name(s)

VOMS node name(s)

VOMRS node name(s)

Top level BDII node name(s)

LFC node name(s)

**Other core services**

SAM monitoring

Gstat monitoring

CIC portal

GGUS

GOC db

Time zone of site/service: UTC

Start of downtime: time  (local time) day  date

End of downtime: time  (local time) day  date

VOs affected:  All VOs    Select from list of VOs

Additional information:

*(Give any further, relevant details. For example, will job queues be drained in advance? etc.)*

CC:

(Separate e-mail addresses with a comma)



These data should then be used to create the following e-mail:

**Subject:** UNSCHEDULED DOWNTIME of ["entire site"] or [list of service types] at [site name] from [time], [day] [date] UTC

**Downtime will begin at:** [time, day date] (UTC)  
([time, day date], site local time)

**Downtime will end at:** [time, day date] (UTC)  
([time, day date], site local time)

**Services affected:**  
["ALL SERVICES"]

OR

- 1) [service 1]: [host name as it appears in the GOC database, if relevant]
  - 2) [service 2]: [host name as it appears in the GOC database, if relevant]
- etc.

**VOs affected:**  
["ALL VOs"]

OR

[VO 1]  
[VO 2]  
etc.

[Include data from the Additional Information field]

Examples:

**Subject:** UNSCHEDULED DOWNTIME of MyProxy at CERN-PROD from 07:00, Tuesday 1 August UTC

**Downtime will begin at:** 07:00, Tuesday 1 August (UTC)  
(09:00, Tuesday 1 August, site local time]

**Downtime will end at:** 07:00, Friday 4 August (UTC)  
(09:00, Friday 4 August, site local time)

**Services affected:**  
- MyProxy (myproxy.cern.ch)

**VOs affected:**  
Alice  
ATLAS  
CMS  
LHCb

The cleaning lady spilled her cup of tea on the rack containing the MyProxy server nodes. We hope to have a replacement service in place by 18:00 (Swiss local time) today.

Cheers,  
Nick

## 6. End of down time for grid core service or site computing/storage resources

### Target audience:

When only site services are affected:

- VO IT operational contacts - *for VOs supported by the site*
- VO users - *for VOs supported by the site*
- ROC managers - *of ROC to which the site belongs*
- Grid operations team (CIC-on-duty - COD)

When one or more core middleware services are affected at a single site:

- News publication on CIC portal site
- VO IT operational contacts - *for VOs supported by the site*
- VO users - *for VOs supported by the site*
- ROC managers - *All*
- Site administrators - *All*
- Grid operations team (CIC-on-duty - COD)

When a non/middleware core service is affected:

- News publication on CIC portal site
- VO IT operational contacts - *for SAM, CIC portal and GGUS*
- VO users - *for SAM, CIC portal and GGUS*
- ROC managers - *All*
- Site administrators - *All*
- Grid operations team (CIC-on-duty - COD)

### Suggested page layout

(This is simply to illustrate the information that should be collected)

Site name (as in GOC db):

Services affected (separate node names with commas):

Entire site

**Site middleware services**

Computing element(s) node name(s)

Storage element(s) node name(s)

**Core middleware services**

RB/WMS node name(s)

FTS node name(s)

MyProxy node name(s)

VOMS node name(s)

VOMRS node name(s)

Top level BDII node name(s)

LFC node name(s)

**Other core services**

SAM monitoring

Gstat monitoring

CIC portal

GGUS

GOC db

Time zone of site/service: UTC

Actual end of downtime: time  (local time) day  date

VOs affected:  All VOs

Additional information:

*(Give any further, relevant details. For example, will job queues be drained in advance? etc.)*

CC:

(Separate e-mail addresses with a comma)



## 7. Scheduled down time for Optical Private Network (OPN) component

### Target audience:

- News publication on CIC portal site
- VO IT operational contacts - *all HEP VOs*
- WLCG Tier-1 contacts
- ROC managers - of ROCs affected
- Grid operations team (CIC-on-duty - COD)

### Suggested page layout

(This is simply to illustrate the information that should be collected)

OPN component:	<input type="text"/>		
Time zone:	UTC	<input type="text" value="± h"/>	
Start of downtime:	time <input type="text" value="hh:mm"/> ( <i>local time</i> )	day <input type="text" value="drop down list"/>	date <input type="text" value="dd/mm/yy"/>
End of downtime:	time <input type="text" value="hh:mm"/> ( <i>local time</i> )	day <input type="text" value="drop down list"/>	date <input type="text" value="dd/mm/yy"/>
Additional information: (Give any further, relevant details)			
<input style="height: 100px;" type="text"/>			
CC:	<input type="text"/>		
(Separate e-mail addresses with a comma)			

These data should then be used to create the following e-mail:

**Subject:** Scheduled downtime of *[network element]* from *[time]*, *[day]* *[date]* UTC

**Downtime will begin at:** *[time, day, date]* (UTC)  
*([time, day, date], site local time)*

**Downtime will end at:** *[time, day, date]* (UTC)  
*([time, day, date], site local time)*

*[Include data from the Additional Information field]*

Example:

Subject: Scheduled downtime of GEANT Milan-Geneva lightpath from 06:00, Monday  
24 July UTC

Downtime will begin at: 06:00, Monday 24 July (UTC)  
(08:00, Monday 24 July, site local time)

Downtime will end at: 16:00, Monday 24 July (UTC)  
(18:00, Monday 24 July, site local time)

Services affected:

1) GEANT Milan-Geneva lightpath

VOs affected:

ALL VOs

Hi all,

Maintenance on the GEANT Milan-Geneva lightpath will also affect the LHC OPN path connecting CERN and CNAF. The Italian T1 and T2 sites will not be reachable because of this (the backup path via Karlsruhe on cross border fibre is still under implementation).

Regards,

xyz

## 8. Unscheduled down time for Optical Private Network (OPN) component

### Target audience:

- News publication on CIC portal site
- VO IT operational contacts - *all HEP VOs*
- WLCG Tier-1 contacts
- ROC managers - of ROCs affected
- Grid operations team (CIC-on-duty - COD)

### Suggested page layout

(This is simply to illustrate the information that should be collected)

OPN component:	<input style="width: 400px;" type="text"/>		
Time zone: UTC	<input style="width: 30px;" type="text" value="±"/>	<input style="width: 30px;" type="text" value="h"/>	
Start of downtime:	time <input style="width: 60px;" type="text" value="hh:mm"/> ( <i>local time</i> )	day <input style="width: 100px;" type="text" value="drop down list"/>	date <input style="width: 80px;" type="text" value="dd/mm/yy"/>
End of downtime:	time <input style="width: 60px;" type="text" value="hh:mm"/> ( <i>local time</i> )	day <input style="width: 100px;" type="text" value="drop down list"/>	date <input style="width: 80px;" type="text" value="dd/mm/yy"/>
Additional information: <i>(Give any further, relevant details)</i>			
<div style="border: 1px solid black; width: 100%; height: 100%;"></div>			
CC:	<input style="width: 800px;" type="text"/>		
	<small>(Separate e-mail addresses with a comma)</small>		

These data should then be used to create the following e-mail:

**Subject:** UNSCHEDULED DOWNTIME of *[network element]* from *[time]*, *[day]* *[date]* UTC

**Downtime will begin at:** *[time, day date]* (UTC)  
*([time, day date], site local time)*

**Downtime will end at:** *[time, day date]* (UTC)  
*([time, day date], site local time)*

*[Include data from the Additional Information field]*

## 9. End of down time for Optical Private Network (OPN) component

### Target:

- News publication on CIC portal site
- VO IT operational contacts - *all HEP VOs*
- WLCG Tier-1 contacts
- ROC managers - of ROCs affected
- Grid operations team (CIC-on-duty - COD)

### Suggested page layout

(This is simply to illustrate the information that should be collected)

OPN component:	<input type="text"/>
Time zone:	UTC <input type="text" value="± h"/>
Actual end of downtime:	time <input type="text" value="hh:mm"/> day <input type="text" value="drop down list"/> date <input type="text" value="dd/mm/yy"/>
Additional information:	<input type="text"/>
	<i>(Give any further, relevant details)</i>
	<input type="text"/>
CC:	<input type="text"/>
	<i>(Separate e-mail addresses with a comma)</i>

These data should then be used to create the following e-mail:

**TO:** *VO IT operational contacts (all VOs);  
VO users (all VOs);  
ROC managers;  
site administrators (all sites);  
CIC-on-duty team*

**Subject:** **End of downtime of** *[network element]*, as of *[time]*, *[day]* *[date]* **UTC**

**End of downtime for** *[network element]*: *[time, day, date]* **(UTC)**  
*[[time, day, date] (site local time)]*

*[Include data from the Additional Information field]*



# 10. Notification of work which should be transparent to sites/users (including upgrade of services)

## Target audience:

When only site services are affected:

- VO IT operational contacts - *for VOs supported by the site*
- VO users - *for VOs supported by the site*
- ROC managers - *of ROC to which the site belongs*
- Grid operations team (CIC-on-duty - COD)

When one or more core middleware services are affected at a single site:

- News publication on CIC portal site
- VO IT operational contacts - *for VOs supported by the site*
- VO users - *for VOs supported by the site*
- ROC managers - *All*
- Grid operations team (CIC-on-duty - COD)

## Suggested page layout

(This is simply to illustrate the information that should be collected)

Site name (as in GOC db):

Services affected (separate node names with commas):

### Site middleware services

- Computing element(s) node name(s)
- Storage element(s) node name(s)

### Core middleware services

- RB/WMS node name(s)
- FTS node name(s)
- MyProxy node name(s)
- VOMS node name(s)
- VOMRS node name(s)
- Top level BDII node name(s)
- LFC node name(s)

Time zone of site/service: UTC

Start of downtime: time  (local time) day  date

End of downtime: time  (local time) day  date

VOs potentially affected:  All VOs

Additional information:

(Give any further, relevant details. For example, will job queues be drained in advance? etc.)

CC:

(Separate e-mail addresses with a comma)

These data should then be used to create the following e-mail:

**Subject: Notice of potential degradation of service(s):** *[list of service types]* at  
*[site name]* **from** *[time], [day] [date]* UTC

**Start time:** *[time, day, date]* (UTC)  
*([time, day, date], site local time)*

**End time:** *[time, day, date]* (UTC)  
*([time, day, date], site local time)*

**Services affected:**

- 1) *[service 1]: [host name as it appears in the GOC database, if relevant]*
  - 2) *[service 2]: [host name as it appears in the GOC database, if relevant]*
- etc.*

**VOs potentially affected:**

*["ALL VOs"]*

OR

*[VO 1]*  
*[VO 2]*  
*etc.*

*[Include data from the Additional Information field]*