

Shifts and Communication with sites

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Introduction

Groups and systems involved:

- sites (site admins)
- ATLAS ADC, central systems (panda, rucio, databases...)
 - experts
 - shifters
 - cloud squads
- physicists
 - indirectly via DAST shifters

What are the communication paths?

If site needs to report problem to ATLAS

In case of problems, first point of contact is cloud squad

- atlas-support-cloud-[CLOUD] AT cern.ch, [CLOUD]=CA, T0, DE, ES, FR, IT, ND, NL, TW, UK, or US
- cloud squad contacts expert groups (DDM ops, GDP, etc.)

In case of urgent issues contact directly ADC Experts

- atlas-adc-expert AT cern.ch
 - use it, don't abuse it

For security issues contact CSIRT

- atlas-adc-csirt AT cern.ch

Shifters contacting sites

ADCoS (=ATLAS Distributed Computing operations Shifts)

- checks and reports issues of production system (failing transfers, jobs, etc.)
- shifter submits a GGUS tickets to site if there seems to be a site issue
- please note that senior shifters often do not have computing background and coverage is less than 100% and expert shifters are even scarcer than senior shifters
- a quick way to contact ADCoS shifters on duty - jabber chat room: ADC Virtual Control Room
 - https://twiki.cern.ch/twiki/bin/viewauth/AtlasComputing/ADCoS#ADC_Virtual_Control_Room

Shifters contacting sites

CRC (=Computing Run Coordinator)

- coordinates the daily ADC operations
- direct contact to experts in CERN and shifter teams
- shifter uses GGUS tickets; in case of major issue can create ALARM ticket; in case of critical issue, calls experts directly
- receives mails to atlas-adc-expert, will answers or steers onto experts

DAST (=Distributed Analysis Shift Team)

- provides the first contact point to help GRID users.
- deals with all kind of analysis-related-questions with the help from experts
- when a site problem is suspected, DAST contact sites through their cloud support

ATLAS internal meetings

- ADC morning meeting
 - if you want to report/discuss an issue, connect to morning meeting
 - everyday operational issues
 - email first (to Ale and David, with your cloud squad in the CC) if you want to come
 - minutes at <https://twiki.cern.ch/twiki/bin/view/AtlasComputing/ADCOperationsDailyReports>
- ADC Weekly
 - if you want to see ADC status and news, join ADC Weekly.
 - <https://indico.cern.ch/category/1706/>

WLCG meetings

- WLCG daily
 - for operational issues reporting, middleware news, experiment activities impacting sites, etc.
 - <https://twiki.cern.ch/twiki/bin/view/LCG/WLCGOperationsMeetings>
- WLCG OPS coordination
 - <https://twiki.cern.ch/twiki/bin/view/LCG/WLCGOpsCoordination>
 - task force work groups (you can take part)

Other communication tools

- atlas-project-adc-operations AT cern.ch
 - general announcements
- eLog
 - <https://atlas-logbook.cern.ch/elog/ATLAS+Computer+Operations+Logbook/>
 - mostly ATLAS computing internal log
 - access restricted (just make eLog account)
- documentation of infrastructure -
<https://twiki.cern.ch/twiki/bin/view/AtlasComputing/SitesSetupAndConfiguration>
- twitter
 - https://twitter.com/ATLAS_CRC

Feedback from the Jamboree

Questions were asked during Jamboree (about new panda closed status, new parameters to set for panda queues, etc.).

How to answer them:

- What is the best way to contact you?
- How can we make sure this info is properly reaching everybody?
- Do you have any other feedback?