



Enabling Grids for E-science

# LHCOPN operations Presentation and training CERN's session

Conclusion of day 1

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## Present:

- CH-CERN
- DE-KIT
- ES-PIC

## Apologies:

- IT-INFN-CNAF
- UK-T1-RAL
- NL-T1

## Absent:

- NDGF

- **Issues around twiki access hard to solve**
  - How to go ahead around that?
    - Action GCX: Sketch with CERN's twiki support clear steps to debug issues around twiki authentications
- **Monitoring**
  - Updates on monitoring systems to be followed better – Need ENOC and DANTE to act?
  - Ccl: Site to be responsible to deal monitoring upgrades with involved entities (DANTE ops & ENOC). No tickets in the TTS about.

- **GGUS**

- How to be sure notifications are reaching people?
  - Not suitable to acknowledge every e-mail
  - CCI: Do test tickets every three months to test notifications
- Updates are often forwarded to some people unable to answer (no-email addresses mentioned on ticket's updates)
  - We should have e-mail addresses of people involved disclosed into e-mails sent to enable replies to submitter
    - *Global notification address to be put (noc@site etc)*
    - *Only convenient shortcuts to avoid to many LHCOPN dedicated work from sites*
      - Site create LHCOPN TT and then forward it to a bunch of people
      - We are not breaking the model and encouraging parallels communication channel

- **More interactive**
  - 15 use cases awaiting you
  - Will be performed on GGUS training system
    - Access needed + twiki

- **Is this what you expected?**
  - Processes, tools etc.
- **Something else expected as part of the presentation?**
  - What areas remain obscure to you