



Enabling Grids for E-science

LHCOPN operations Presentation and training CERN's session

Final round table and conclusion

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CERN, 2009-04-02*

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- **Solving access issues to twiki to be improved**
- **GGUS**
 - Test ticket to test notifications every 3 months
 - Put sites global e-mail within GGUS' notifications
- **Sites responsible to deal monitoring issues with involved actors (ENOC, DANTE etc)**
 - Ensure following
- **Training itself**
 - More about WLCG, LHC, T0/T1 etc.
 - Use cases very good to match processes and real life
 - Show more on twiki
 - Is this really understandable by fresh new people participating?
- **Not enough involvements in Ops WG**

- **Change management processes too complex**
 - To be simplified with one maintenance ticket
 - But do not forget documenting/monitoring update etc.
- **Complex links (TW, US) might break the assumption that propagation of operational information is reliable and quick**
 - CH-CERN to help if they have any information about T0-T1 links
- **GGUS**
 - Lot of field to be improved/changed to better match practical use
 - Dashboard to provide only open tickets by default
 - Discuss visibility of LHCOPN into GGUS
- **Monitoring problems to be handled with information ticket**
- **Responsibility on GGUS ticket to the entity able to solve the outage**

- 1. What do you think of the operational model?**
- 2. How are you confident into implementing it on site?**
 - Processes are light enough?
- 3. Have you ideas for improvement?**
 - Processes, tools and training

- **CH-CERN**

- Lot of information in few time
- FAQ for ops model could be useful
- Currently quite some overhead on NOC's tasks
 - But maybe due to the trial period where CH-CERN acts a lot as T1s are not yet all implementing processes

- **DE-KIT**

- A lot of things were discussed, could be good to record that
- Ops model is ok and implementation ongoing

- **ES-PIC**

- Fear to forgot to update twiki
- Twiki might be hard to keep consistent
- Implementation ongoing, with shifters

- **Thank you for attending!**
 - Thank CERN/Edoardo for hosting and logistics details
- **Useful event with a lot of feedbacks**
 - Improvement process to be triggered

- **Next LHCOPN related events**
 - 16th/17th of April, LHCOPN Ops WG – Act 4 – CERN
 - <http://indico.cern.ch/conferenceDisplay.py?confId=51782>
 - 21st /22nd of April: LHCOPN meeting – Utrecht
 - <http://indico.cern.ch/conferenceDisplay.py?confId=50345>
- **Model compulsory for all sites**
 - Improvement process triggered
- **Final production mode targeted after July's LHCOPN meeting**