

User Support Tier-1 View

Réda Tafirout

TRIUMF

WLCG CB Meeting
Prague, March 22 2009

Organization

- As part of the Canadian Tier-1 centre operations model, user support is an important and integral component
- Two people (2 FTE's) were hired in the fall of 2007: essentially “in time” with users activities ramping up on the Grid
- Asoka De Silva & Joseph Steele: both based at TRIUMF in Vancouver
- Fully interacting and collaborating with the Tier-1 operations team, as well as the Tier-2's on an ~hourly/daily basis
- Support primarily targeting the Canadian cloud users, but whenever possible, support to worldwide community via hypernews/egroups (common knowledge sharing)

Support level (I)

Current areas of work, support and contributions:

- CA cloud only supporting a single VO: ATLAS
- Various useful documentations and howto's on CA twiki:
<http://twiki.atlas-canada.ca/bin/view/AtlasCanada/ComputingPage>
- Official ATLAS software installation for all CA cloud (T1+T2's), including Grid Tools (DQ2 client)
- Validation of each new ATLAS releases or patch and comparing outputs between the T1 and T2's.
- Datasets monitoring: list of all datasets created every day (DQ2 queries are slow from user's end)
- Datasets types & user disk usage monitoring (by DN and VOMS role)

Support level (II)

- Pacman mirror of ATLAS software
- CVS: mirrored ATLAS repository or use ATLAS Canada repository (for general use)
- LXR : cross-references of official ATLAS releases
- Virtualization: fully configured and tested environments for ATLAS Software & gLite UI & distributed analysis tools.
- Tier-3 support: ATLASLocalRootBase & ManageTier3SW (see twiki for more details)
- Extensive testing of PANDA and GANGA: any change in the framework gets tested
- Test jobs / Monitoring users jobs and reporting issues to sites
- Debugging users issues (easier for PANDA, logs on server)

Experience so far

- Tier-1 and Tier-2 fully exercised for a few years, well understood and tuned for production jobs
- Users are now ramping up on the Grid, access patterns differ significantly. Distributed analysis stress tests are valuable
- Continuous interaction with PANDA & GANGA systems developers (fix issues, implement new features)
- Support also provided for Tier-3's: testing of analysis environments (PROOF, etc.)
- Organization/help with ATLAS software & DA tutorials
- Typical user issues: data management/replication issues, Grid/analysis framework issues, ATLAS specific issues (access to conditions database, etc.), storage issues
- Reasonable experience acquired so far in dealing with users

Acknowledgements:

Tier-1 project would not be possible without the contributions and support from:

**Canada Foundation for Innovation (CFI)
British Columbia Knowledge Development Funds (BCKDF)
National Research Council (NRC)
National Science & Engineering Council (NSERC)
CANARIE
BCNET
HEPNET**

and more importantly the Tier-1 people...



TRIUMF

4004 Wesbrook Mall

Vancouver, B.C. Canada V6T 2A3

Tel: 604 222-1047 Fax: 604 222-1074

www.triumf.ca