



WLCG Interventions

1. Scheduled service interventions shall normally be performed **outside** of the announced period of operation of the LHC accelerator.
2. In the event of mandatory interventions during the operation period of the accelerator - such as a non-critical security patch^[1] - an announcement will be made using the Communication Interface for Central (CIC) operations portal and the period of scheduled downtime entered in the Grid Operations Centre (GOC) database (GOCDB).
3. Such an announcement shall be made at least **one working day** in advance for interventions of up to 4 hours.
4. Interventions resulting in significant service interruption or degradation longer than 4 hours and up to 12 hours shall be announced at the **Weekly Operations meeting** prior to the intervention, with a reminder sent via the CIC portal as above.
5. Interventions exceeding 12 hours must be announced at **least one week** in advance, following the procedure above.
6. A **further** announcement shall be made once normal service has been resumed.
7. [deleted]
8. Intervention planning should also anticipate any interruptions to jobs running in the site batch queues. If appropriate the queues should be drained and the queues closed for further job submission.

CERN uses GMOD & SMOD to ensure announcements are made correctly.
(CIC portal and CERN IT status board respectively.)



Recommendations & Actions ✓

- The use of the EGEE **broadcast tool** for announcing both scheduled and unscheduled interruptions has greatly improved. Improvements in the tool to clarify broadcast targets are underway. Sites are requested to ensure the **nature** and **scope** of the event are **clear** both from the subject and text of the announcement (and are not, for example, deduced from the e-mail address of the sender);
 - ☺ **Tape robot maintenance at CERN 10.30-16.00 Thursday 13 July**
 - ☹ **Tape access interrupted**
- All times should be given in **UTC!** (or local + UTC)