

"Need 2 Know" Training Session

Vera Hansper (CSC, NDGF)

Michaela Lechner (PDC, KTH Stockholm)

- **Latest Symphony Dashboard Demo**
- **General Procedures Repetition**
- **Changed Procedures since last COD**
 - Downtime declaration
 - Site status flow
 - Timeframe for software updates
- **BCP**
 - Revealing problematic and/or incomplete procedures

- **New Portal is now found at**
 - <https://operations-portal.in2p3.fr>
- **Documentation can be found at**
 - <https://edms.cern.ch/file/1015741/1/dashboardHOWTO.pdf>

Central DASHBOARD

Welcome Vera Hansper  

Dashboard

GridMap

C-COD View

SAMAP

Handover

User Preferences

Regional Information

Help

Set your filter :

Show site with at least: one alarm OR one ticket

Filter

View Metrics ...

 **BEgrid-KULeuven**

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CHANGES:

- **Alarm and ticket overview pages no longer exist.**
 - ROD needs to regularly check tickets and alarms so they don't expire and/or age.
- **C-COD no longer needs to change preferences between views of roles.**
- **ROD can make various selections of sites if they so need.**
 - Useful if covering various NGIs
 - DANGER, DANGER WILL ROBINSON!!!
- **Some minor features have changed**
 - i.e. More difficult to see the domain name, roll over features have changed
- **Generally faster!**
 - Single sites can be refreshed, (instead of the entire page!)

- **Test portal is completely independent of “real” operations!**
 - Can be used without affecting sites, breaking GGUS, and incurring general wrath of higher bodies.
- **<https://operations-portal.in2p3.fr/nagios>**
- **The importance of the testportal can't be overemphasised.**
 - New features **can be requested**, integrated and tested.
 - bugs can be ironed out, fixed.
- **Cyril will tell more later! (UPDATE – it's unclear whether this test portal will remain.)**

- **ROD and 1st line support**
 - Some teams have separate ROD/1st Line, others are combined
 - Combined efforts need to emphasise their version of procedures to their admins
- **Operational Manual (opsman) regulating operational procedures:**
- **<https://twiki.cern.ch/twiki/bin/view/EGEE/OperationalDocumentation>**
 - ROCs and Sites, ROD, C-COD
 - Remember – these procedures are the defacto standards. If your region differs (even slightly) you MUST inform your players!
- **BCP: complementing the Operations Manual**
 - not everything can be regulated
 - It needs YOUR input!

The changing process in detail:

- **Pole2 (Gridops-procedures) collects suggestions for new procedures or redesigns inefficient procedures. BCPs are taken into account.**
- **New procedures have to be discussed in a plenum with all ROC managers, who must declare their consent to the new procedures.**
- **Afterwards: new procedures are integrated into the ops manual**
 - Ops manuals are updated, and new versions are released
 - Releases are semi-periodic ...
- **Changed Procedures since last COD:**
 - Downtime declaration
 - Site status flow
 - Timeframe for software updates (ongoing)
 - (Transition to HEPSPEC (ongoing))

- http://goc.grid.sinica.edu.tw/gocwiki/GOCDB_User_Documentation
- **regulated by new EGEE Intervention Procedures**
 - Scheduled interventions: planned and agreed upon in advance
 - Unscheduled interventions: unplanned, usually triggered by an unexpected failure
- **Became easier:**
 - Declare interventions at least 24 h in advance, specifying reason and duration
 - Any intervention declared less than 24 h in advance will be considered unscheduled.
- **Best practice recommendation:**
 - For interventions that impact end users, declare downtime 5 working days in advance, specifying reason and duration. Post-mortem should be included in RC or ROC report after the intervention especially if unforeseen events occurred.

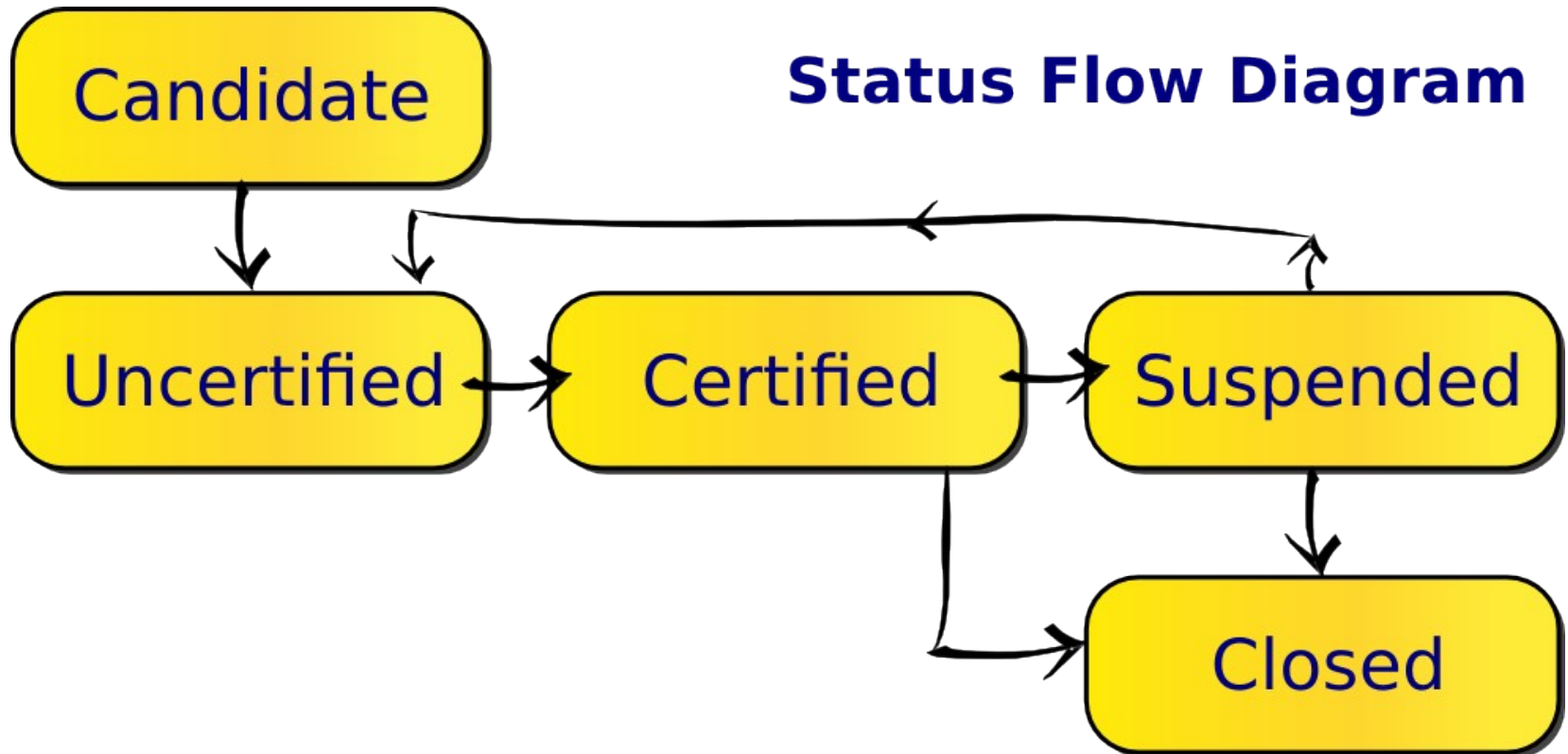
Existing scheduled interventions can be extended, provided that it's done 24 hours in advance.

- Reserve enough time for your scheduled downtimes BUT don't overdo this
- Downtimes can be ended early

- **Sites must declare unscheduled interventions as soon as they are detected to inform the users.**
 - Unscheduled interventions can be declared up to 48 hours in the past (retroactive information for the user community)
- **Intervention notifications as specified in the procedures are automatically sent when declaring a downtime in GOCDDB:**
 - at declaration time,
 - 24 h in advance and
 - 1 h before the intervention.
- **Sites in downtime for more than 1 month will be suspended.**
- **AT_RISK** downtime declarations are only for providing warnings to users, and are ignored for calculating site availability (actual status will be used).
- <http://cic.gridops.org/index.php?section=home&page=SDprocedure>

- **Differentiates a site following a “normal operations” from a site having a “problematic operations”.**
- **Unclear state transitions in the past:**
 - different ROCs were using the states differently. (i.e. moving from suspended directly to certified.)
- **Proper documentation of state change conditions**
- **Clearer definitions of ambiguously interpreted states,**
 - especially “uncertified” and “suspended”.
- **Outcome:**
 - (see 5.1.1 in ROCs and Sites) and next few slides

- guideline for a site's state transitions during a normal life cycle:



- **Candidate:**
 - Site has just been declared to GOCDB and information is still not complete.
- **Uncertified:**
 - ROC has validated the site info.
 - Clarification:
 - The uncertified status would generally be an information that a site is ready to start the certification procedure (**again**).
 - It can also be used as a **timewise unlimited state** for sites which need to keep an old version of the middleware for the absolute needs of an important international VO or to flag a site coping with NGIs/ROCs requirements but not with EGI/EGEE availability/reliability thresholds.
- **Certified:**
 - **ROC has verified that** the site has all middleware installed, passes the tests and appears stable.

- **Suspended:**
 - Site temporarily does not conform to EGEE production requirements (e.g. EGEE SLAs, security matters) and requires NGI/ROC attention.
 - Clarification:
 - Suspended always has a temporary meaning. It is used to flag a site which is **not coping with with EGI/EGEE availability/reliability thresholds temporarily**. It should be **closed or uncertified by its NGI/ROC within 4 months**. When in a suspended state, sites can express that they want to pass certification again. The suspended status is useful to EGI/EGEE and to the NGIs/ROCs themselves to flag the sites that require attention by the NGIs/ROCs.
- **Closed:**
 - Site is definitely no longer operated by EGEE and is only shown for history reasons.
 - Clarification:
 - The closed status should be the terminal one. Suspended is not a terminal state.

- **In order to avoid unclear state transitions only allowed transitions are supported by GOCDB.**
- **Examples of allowed site state transition:**
 - suspended -> uncertified -> certified
 - certified -> suspended -> closed
 - certified -> closed (**on site request**)
- **Explicitly forbidden site state transition:**
 - ~~suspended -> certified~~
 - ~~candidate -> something else but uncertified and closed~~
 - ~~closed -> anything else~~

- **No procedure change.**
- **"Once the site form within GOCDB is completed and the ROC's specific tests set or the local SAM instance are being passed for a week - the site status is changed to /certified/ by its own ROC. "**
 - \$5.1.1 in the Operational Manual for ROCs and Sites
 - Minimum time of one week, in case the site passes all tests.

- **A new procedure for NGI/ROC is that suspended sites have to be handled within 4 months before a final decision is made about the site:**
 - Following the definition of the suspended status, NGI/ROC managers have to regularly give their attention to all their suspended sites, so that they are processed within the given maximum time of four months. Sites in suspension should either be set to closed or brought back in production via the uncertified status.
- **Best Common Practices (BCP) update:**
 - The site should contact the ROC manager when in a suspended state and declare readiness to confirm to production requirement standards again or request to be closed.
 - If the site hasn't contacted the ROC manager within 4 months the NGI/ROC should set the state to closed. The ROC manager may choose to send a final warning with a one week deadline to the site before actually closing it.

- <https://twiki.cern.ch/twiki/bin/view/EGEE/EGEEOperationsBestPractices>
- Collection of procedures that are recommended or found to be useful in practice
- Addresses many points you might be unsure about.
- Missing link between inflexible/old procedures and real-life issues as it points out problematic points and incomplete procedures!
- **Guideline for future procedure changes**
- Contribution is by mail to the C-COD list or entering a new point in the BCP request section in the twiki.
 - The dashboard handover area can be used for this purpose.
- **Active contribution of all RODs is encouraged and more than welcome!**

- **E.g. on downtime:**
 - AT_RISK downtimes are for user information. Sites/nodes are considered to be fully operational. So AT_RISK downtimes are not displayed on the dashboard and SHOULD have tickets opened as normally.
 - If you see an alarm of a node/site that is not yet in production, you SHOULD advise the site to go into downtime or to switch monitoring off.
 - Interventions that impact end users SHOULD be declared 5 working days in advance. Reason and duration SHOULD be specified. (compare ops procedures: MUST be declared 24 hours in advance)



Enabling Grids for E-scienceE

Thank you!

- **Update of Operational Manual (done)**
- **GOADB implementation**
- **Update of GOADB User Documentation (remind Gilles)**
- **Update of BCP (in request status)**
- **ROC managers:**
 - chase up currently suspended sites,
 - decide on their category and fate and
 - **regularly give their attention to all their suspended sites, so that they are processed within the given max time of 4 months.**