WLCG Service Report

4 weeks, Aug 20 – Sep 17

WLCG Management Board, 17 September 2019

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CERN

v1.0
Operations Coordination meetings

- These meetings normally are held once per month
  - Usually on the first Thursday

- Each meeting has a standard agenda plus usually at least one dedicated topic, announced in advance

- Experiments and sites are kindly asked to have the relevant experts attend, depending on the topic(s)

- Next meeting on 3rd October
  - Topics include:
    - Review of critical services for the experiments
    - Monitoring services update
Operations Coordination highlights (1)

- SIR on CNAF outage
  - Extended duration outage caused by power line failure

- Upgrade of storage at the WLCG sites to versions required by the DOMA TPC WG
  - Review of T1 sites
  - Instructions

- New workflow for validation of the accounting data by site administrators
  - New validation mechanism in CRIC
  - Introduction of WAU – WLCG Accounting Utility
    - Combined Grafana dashboard for CPU and storage
Selected items from Operations (1)

- **ATLAS**
  - Reprocessing campaign – intensive tape staging
    - Sub-optimal performance at some sites, CERN ATLAS FTS incident and other issues
  - Turning off SL6 production queues

- **CMS**
  - Staging and reprocessing w/o major issues

- **LHCb**
  - Started using Singularity and requiring CentOS 7
  - Massive staging at all T1
  - Long term issue with opening files at RAL ([GGUS:142350](https://ggus.cern.ch/#/GGUS/142350))
    - 1 WN reserved for LHCb jobs to troubleshoot further

- **ALICE**
  - Sites are invited to migrate to CentOS 7 ASAP
Selected items from *Operations* (2)

- **KIT**
  - Nearline storage outage *September 16th – 27th for all VOs*
  - Online storage outage *September 17th for all VOs*

- **CERN**
  - HTCondor, EOS and CASTOR reduced capacity for ~2 days because of cooling intervention in datacenter vault
Service Incident Reports

- SIR on CNAF site outage completed
GGUS summary (4 weeks, 19 Aug – 15 Sep)

<table>
<thead>
<tr>
<th>VO</th>
<th>User</th>
<th>Team</th>
<th>Alarm</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALICE</td>
<td>4</td>
<td>0</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>ATLAS</td>
<td>12</td>
<td>64</td>
<td>0</td>
<td>76</td>
</tr>
<tr>
<td>CMS</td>
<td>114</td>
<td>0</td>
<td>0</td>
<td>114</td>
</tr>
<tr>
<td>LHCb</td>
<td>8</td>
<td>31</td>
<td>0</td>
<td>39</td>
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<tr>
<td>Totals</td>
<td>138</td>
<td>95</td>
<td>0</td>
<td>233</td>
</tr>
</tbody>
</table>

![Graph showing the summary over time]

Legend:
- **Total ALICE**
- **Total ATLAS**
- **Total CMS**
- **Total LHCb**