



WLCG Service Report

4 weeks, starting Apr 2 – Apr 30

WLCG Management Board, 30 April 2019

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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 May **16**
 - EGI Conference **topics followup**

Operations Coordination highlights (1)

- Operational intelligence
 - Optimizing Computing Operations across the grid
 - Regular review of projects, operations and monitoring
 - Identify common items
 - Open data in ML-friendly format
 - White paper
- Site questionnaire
 - DOMA QoS → cost savings in storage provisioning
 - CREAM CE EOL → scopes for various alternatives
 - To be sent out after feedback from experiments etc.

Operations Coordination highlights (2)

- ARC version recommendation
 - ARC 5.x should not be deployed any longer
 - ARC 6 is the recommended version to deploy

Selected items from Operations (1)

- ATLAS
 - Seriously affected by CPU steal issues on HV running VMs for PanDA / JEDI
 - Recurrent deletion problems at DPM sites
 - Various causes, good support from DPM devs
 - DOME more scalable than legacy framework

- ALICE
 - Prague is back in business after 2 months of network issues

Selected items from Operations (2)

- CMS
 - **Alarm** ticket for Singularity failures at CERN
- RAL
 - Disk server problem for LHCb
- IN2P3
 - Batch system instabilities due to NFS incidents

Selected items from Operations (3)

- CERN storage
 - AFS disconnection test for one week went fine
- Security
 - Several Jenkins & Confluence server compromises being reported globally
 - EGI collaboration services were affected

Service Incident Reports

- None

GGUS summary (4 weeks, Apr 01 – Apr 29)

VO	User	Team	Alarm	Total
ALICE	5	0	0	5
ATLAS	5	89	0	94
CMS	115	0	1	116
LHCb	2	29	0	31
Totals	127	118	1	246

