

Report on WLCG Service Coordination CHEP BOF

Maria Girone, Jamie Shiers



Monday, 18 October 2010

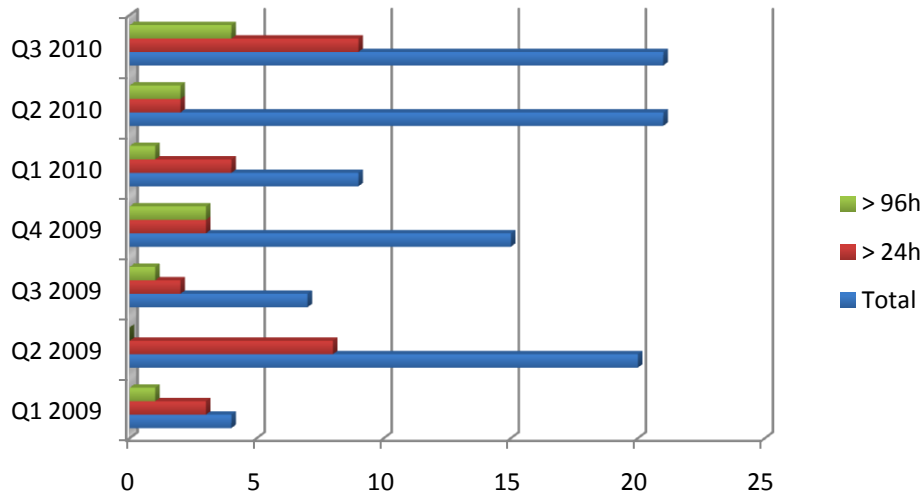
08:00					
09:00	Opening Session (09:00 - 10:00)				
10:00	Plenary Session 1 Conveners: Simon Lin (10:00 - 10:30)				
11:00	Coffee break & Poster Session (10:30 - 11:30)				
12:00	Plenary Session 2 Conveners: Matthias KASEMANN (DESY) (11:30 - 13:00)				
13:00	Lunch (13:00 - 14:30)				
14:00	BoF 1 - WLCG Operations (Room 2, BHSS: 13:30 - 14:30)				
15:00	Parallel Session 01: Distributed Processing and Analysis Conveners: Peter KREUZER (CERN) (Auditorium, BHSS: 14:30 - 16:00)	Parallel Session 02: Event Processing Conveners: Dr. Fabio Cossutti (INFN Trieste) (Room 1, BHSS: 14:30 - 16:00)	Parallel Session 03: Grid and Cloud Middleware Conveners: Dr. Markus Schulz (CERN) (Room 2, BHSS: 14:30 - 16:00)	Parallel Session 04: Online Computing Conveners: Dr. Tony Johnson (SLAC) (Auditorium, AC: 14:30 - 16:00)	Parallel Session 05: Computing Fabrics and Networking Technologies Conveners: John Gordon (STFC-RAL) (Room 1, AC: 14:30 - 16:00)

Tuesday, 19 October 2010

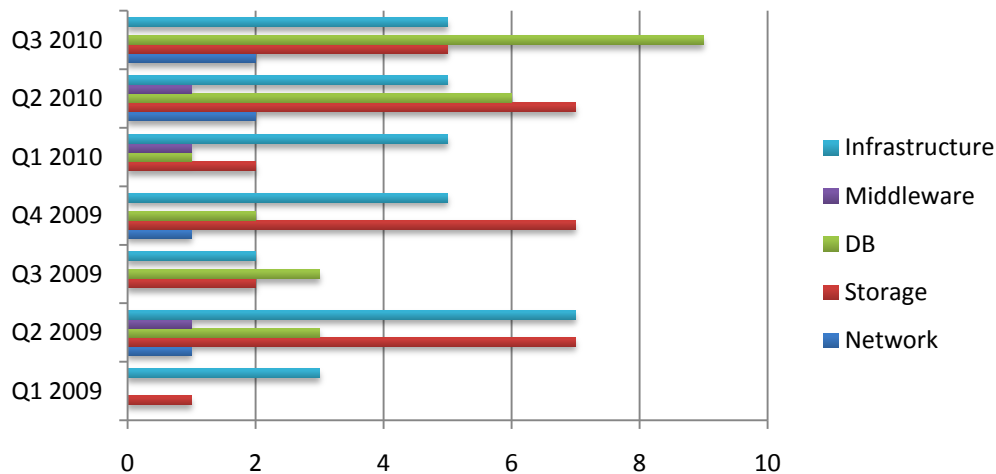
08:00					
09:00	Plenary Session 3 Conveners: James SHANK (CERN) (09:30 - 10:30)				
10:00	Coffee break & Poster Session (10:30 - 11:30)				
11:00	Parallel Session 13: Distributed Processing and Analysis Conveners: Dr. Fons Rademakers (CERN) (Auditorium, BHSS: 11:30 - 13:00)	Parallel Session 14: Event Processing Conveners: Dr. Oliver Gutsche (Fermi National Accelerator Lab. (Fermilab)) (Room 1, BHSS: 11:30 - 13:00)	Parallel Session 15: Grid and Cloud Middleware Conveners: Dr. Markus Schulz (CERN) (Room 2, BHSS: 11:30 - 13:20)	Parallel Session 16: Online Computing Conveners: Mr. Rainer Schwemmer (CERN) (Auditorium, AC: 11:30 - 13:00)	Parallel Session 17: Computing Fabrics and Networking Technologies Conveners: Dr. Tony Wong (Brookhaven National Laboratory) (Room 1, AC: 11:30 - 13:00)
12:00					
13:00	Lunch (13:00 - 14:30)				
14:00	BoF 2 - WLCG Service Coordination Conveners: Dr. Jamie Shiers (CERN); Dr. Maria Girone (CERN) (Room 2, BHSS: 13:30 - 14:30)				

- Both BoFs were intended as informal face-to-face discussions to complement talks – a hence no formal agenda
 - 15' slots allowed only high-level messages
- First session was just **prior** to parallel session on WLCG & Experiment Operations – should have been after!
 - Not possible to reschedule later
 - Also squeezed in time due to plenary overrun
 - Roughly 30 people attended nonetheless
- Discussions focused on
 - EGI transition and WLCG
 - What has been the impact? In particular:
 - Setting up of EGI bodies, such as USAG, in limbo since end-EGEE
 - First EVO meeting now being scheduled for end November
 - Frequency of WLCG workshops

- Some 60 attendees – better advertised but still clashed with some other meetings
 - CHEP advisory committee meant some experiment representatives could not attend
- Discussion on some key issues raised
 - Prolonged site downtimes – discussion of recent events & possible repercussions
 - GGUS categories: mainly “other”
 - Assign on submit (often unknown) or on close?
 - GGUS enhancements
 - “Escalation” of ticket type: TEAM→ALARM
- More details on these points follow



Many problems resolved within 8 hours, ~30% take > 24h. **A significant number take (>)> 96h**



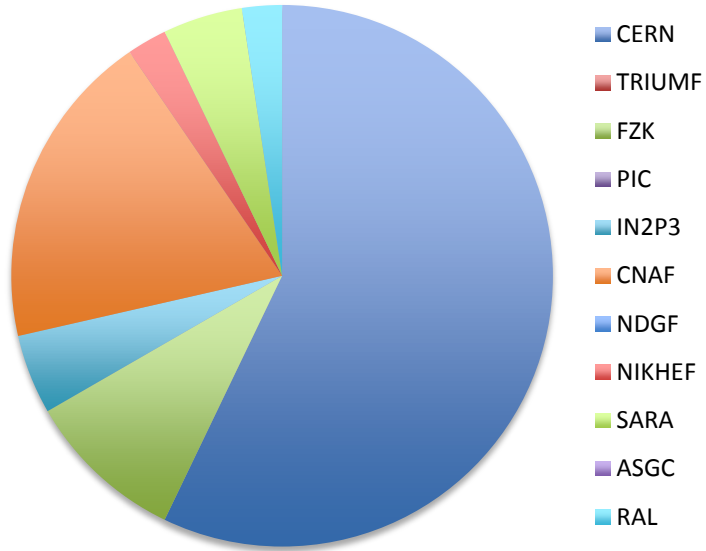
- **Infrastructure Services:**
 - Rather **constant** number of problems, at least some of which are probably **unavoidable**
- **Network Services:**
 - Typically **degradations**: some actions to improve expert involvement and problem **resolution**
- **Middleware Services:**
 - Very **few** incidents resulting in a SIR
- **Storage & Database Services:**
 - Typically **complex** problems that sometimes cannot be resolved within a day or so
 - **Areas where to concentrate**

- Conditions: change of strategy being discussed by ATLAS (see MB) and possibly LHCb?
 - Requirements & timescales to be understood
 - Follow-up as standing agenda item @ T1SCM (conditions data access)
 - Experiments' experience talks @ DBA Workshop next week
- Shared s/w area: very common – and repetitive – cause of problems to experiments
 - Some alternatives being tested, e.g. CernVM FS
- Follow-up of network incidents – see talk this morning
- Prolonged downtimes: more clarity in declaring sites out of production and then re-certifying later
- BDII & related instabilities – regularly discussed

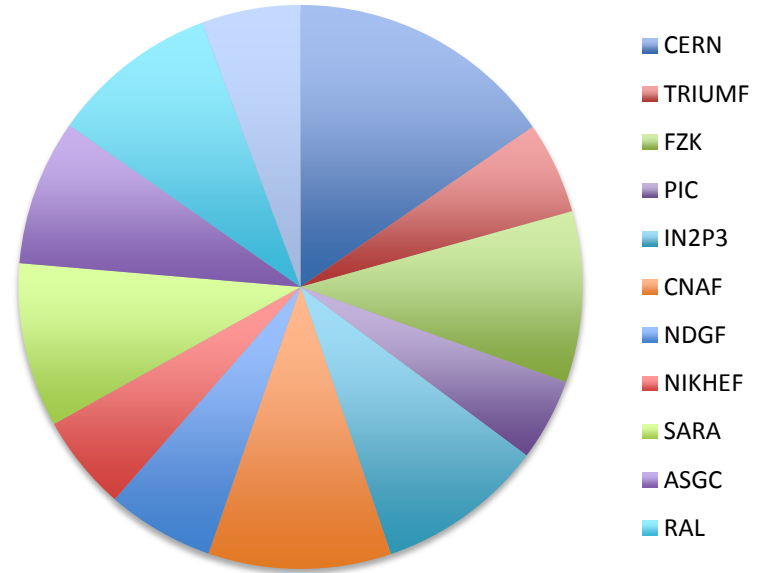
	ATLAS	ALICE	CMS	LHCB
total	2864	87	261	658
	other 2355	other 25	other 140	other 590
	file transfer 71	local batch system 23	file transfer 17	3d databases 7
	file access 60	author/authent. 6	author/authent.13	vo spec software 7
	vo specific software 59	workload mgmt 5	file access 13	storage systems 6
	storage systems 41	data mgmt 4	vo spec software 11	file transfer 5
	author/authent. 23	information system 4	workload mgmt 10	operations 5

Do we need to review categories?

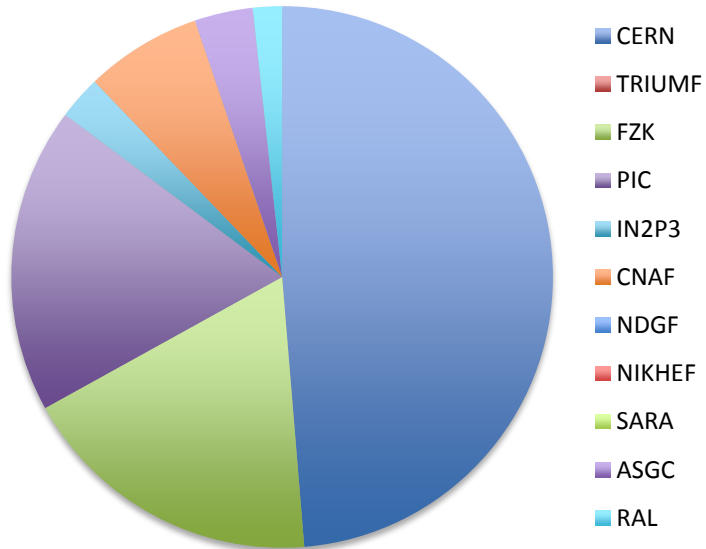
ALICE



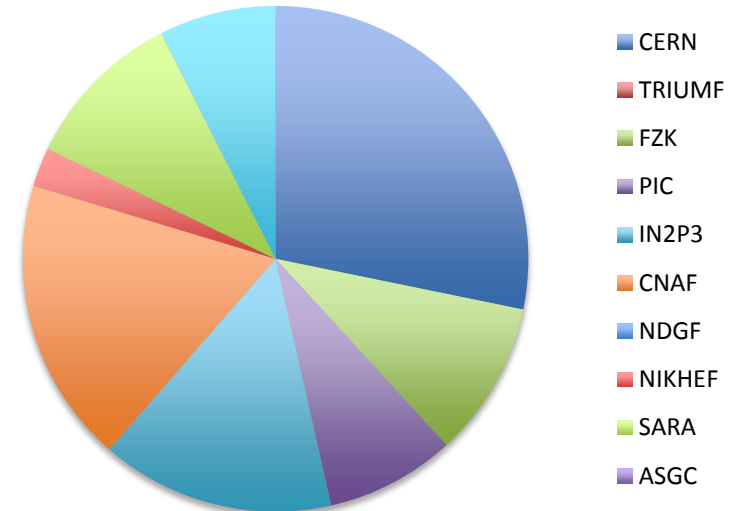
ATLAS



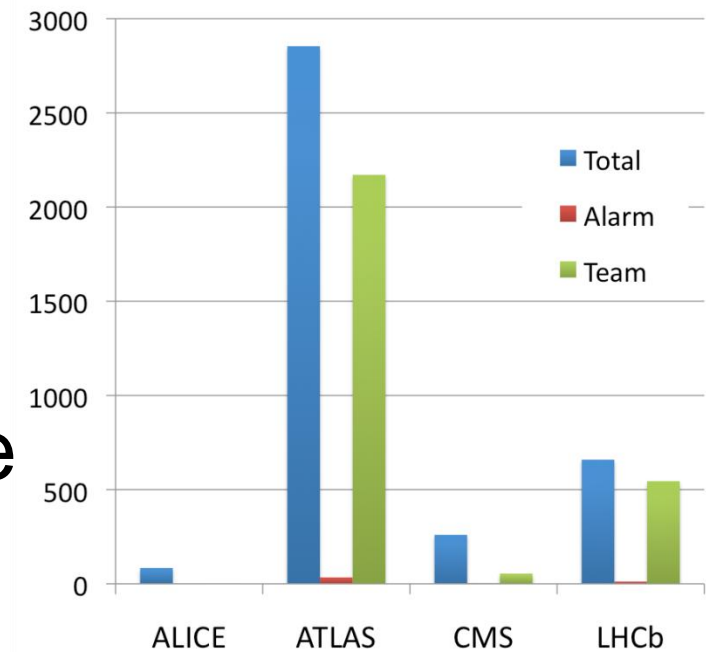
CMS



LHCB



- Drill-down provided at WLCG MB for **ALARM** tickets to ensure timely & consistent follow-up
 - Number of real alarms **remains low**
- TEAM tickets too are a **valuable** tool for “shiffters”
- **Escalation** from Team to Alarm proposed
- A dedicated meeting will be organized to discuss both points



- Despite the fact that the EGEE/EGI transition occurred during the LHC run it was largely smooth as regards WLCG operations (1st May 2010)
- Most of the coordination between experiments and sites handled by **daily** & **fortnightly** meetings, including release update etc.
- Important to align work plans of EGI-InSPIRE **SA3** (Services for Heavy User communities, including HEP) and **NA3** (User Community Support), plus also **SA1** (Operations)
- Longer term: sustainability plans – a key deliverable around the time of the [EGI User Forum](#) (April, Vilnius)

- First time that BoF sessions were attempted at CHEP (at least for WLCG)
- Several follow-up actions, such as GGUS enhancements, conditions, prolonged downtimes
- EGI bodies – such as USAG – now starting; close collaboration between services for HEP (SA3) and user community support (NA3) being setup
- Next CHEP will most likely be preceded by a full WLCG Collaboration Workshop with at least one workshop between now and then