Service Deployment and Support: collection of inputs from ATLAS

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IT/ES

- Higher criticality in respect of T1s and T2s

- Different type of interventions
    - Major upgrades vs Bug Fixes
        - Major Upgrades = New Functionality or Substantial Refactoring
    - Transparent vs Non Transparent

- CASTOR is a lot of things
    - CASTOR core
    - SRM
    - xrootd redirector

- I'll describe a scenario discussed with ATLAS and Castor Ops and Devs
    - And that we applied (successfully I would say) for the SRM2.9 upgrade

- This scenario should apply also to other critical services
    - LFC, FTS ...

- Major Upgrades should be carried on during LHC technical stops
  - Needs flexibility from experiment and IT
    - dates can change very suddenly
  - CASTOR team will provide risk analysis
    - As discussed in the January GDB
  - Experiment + IT-ES will test new functionalities beforehand
    - In Pre-Production
  - Situation will be re-assessed at the end of the technical stop
    - Possibility of downgrade should be always foreseen.

- Also Non Transparent upgrades should be carried on during technical stop

- Transparent Bug Fixes can be carried on outside technical stops
  - Coordinated with the experiment

- ATLAS expects 24/7 support for Grid Critical Services at T0 and T1s
  - Storage, LFC, FTS
  - This includes services underneath
    - Databases and network are an obvious example

- GGUS TEAM and ALARM ticket model works well for ATLAS
  - Every shifter can submit a TEAM ticket directly to the site
  - A few experts submit ALARM tickets
  - Some sites require different information for Alarm tickets
    - Can we agree on a template in GGUS?