



# WLCG Service Report

6 weeks, Apr 14 – May 26

WLCG Management Board, May 26<sup>th</sup>, 2020

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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 Jun 4th
  - TBD

# Operations Coordination highlights (1)

- WLCG Critical services review
  - Last review in Oct 2019
  - Urgency level timing too granular
  - Ticket time analysis will be input for discussing further with experiments and service providers
  
- Migration of SAM to MONIT infrastructure
  - WLCG site monitoring is being moved to MONIT
  - Data retention and aggregation is still discussed
  - GDB presentation planned to answer outstanding questions.

# Operations Coordination highlights (2)

- CMS
  - Ongoing jumbo frame issue affecting database connectivity of several sites
- Accounting
  - As of May, official reports to be generated with CRIC
  - REBUS to be stopped (not yet removed) in June
- Network Throughput WG
  - New dashboards for packet loss, throughput, latency and traceroutes

# Selected items from Operations (1)

- Mostly stable operations
  - Including steady Folding@Home productions
- LHCb
  - Network routing & pool stability issue at SARA triggered alarm ticket
  - Ongoing file access issues at GRIDKA
  - SL6 Tier-2 sites ticketed for upgrade to C7

# Selected items from Operations (2)

- KIT
  - Crash of CMS dCache database required it to be restored from full backup of the previous day
- CERN
  - Power cut caused unavailability of 40% of the public batch capacity for 12 hours
- Security
  - Ongoing incident(s) in multiple HPC sites in multiple European countries (and beyond):  
<https://csirt.egi.eu/academic-data-centers-abused-for-crypto-currency-mining>
    - WLCG not affected so far

# Service Incident Reports

- None

# GGUS summary (6 weeks, Apr 13th – May 24th)

VO	User	Team	Alarm	Total
ALICE	5	2	0	7
ATLAS	42	125	0	167
CMS	104	0	0	104
LHCb	6	36	1	43
Totals	157	163	1	321

