



WLCG Monitoring Support Unit

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Introduction

- **Start to work on consolidation of the WLCG monitoring infrastructure**
- **First step in this direction is setting up of the common WLCG monitoring shifts addressing all WLCG monitoring issues (SAM, Dashboard,...)**
- **Would like to establish a well defined problem reporting channel between end users from one side and monitoring team and monitoring service providers on the other side**

Proposal

- Establish new support unit in GGUS - WLCG monitoring
 - Take over the current scope of current SAM/Nagios and Dashboard support units in GGUS
 - WLCG monitoring shifts will be behind this support unit
- After initial analysis of the problem an expert on shift will reallocate it to a responsible team, possibly inside experiments
 - For experiment-specific operational issues with monitoring infrastructure (Nagios proxies, etc.)
 - Experiment SAM probes developers

Impact

- **Single support unit for all WLCG monitoring applications should simplify problem reporting to end users while complex issues related to Dashboard/SAM interfaces investigated and handled internally by experts**

Questions?