

# Outcomes of LHCOPN Ops WG7

<http://indico.cern.ch/conferenceDisplay.py?confid=129691>

Review of current LHCOPN operations:

- Overall processes are adequate
- But lot of work not felt really useful, and a lot of tickets are useless
- No clear benefit of having a dedicated helpdesk within GGUS, particularly when this seems to slow down interactions with users in the standard GGUS

## Agreed conclusions

Processes

- **We will now only handle service-impacting events.** But non service-impacting events are still welcome in the TTS, particularly those 'at risk'
- **ALL service-impacting events MUST have a corresponding ticket, even those missed**
- Backup tests: Some sites feel this is useful, but this is often not a trivial action. Expected frequency sounds reasonable (1 per year), particularly when real incidents count as a test if properly reported. A league table will be set up in the twiki and regularly reviewed.
- Central change management appears not to be required. We give up on it.
- **To receive enquiries from experiments, GGUS is fine.** A clear workflow must be drafted to see how network operations can fit in and what are required changes in the TTS
- To send notifications to the project about scheduled service impacting events related to the network GGUS seems not adequate and LHCOPN people did not really want to figure out how tools in place (EGI broadcast, GOCDDB...) are working. As this is related to very few events (<5 year) **the process will be to open a GGUS ticket in advance and to send the link in an e-mail to John <[john.shade@cern.ch](mailto:john.shade@cern.ch)> who volunteered to push this to the WLCG daily Ops meeting.** The site could check this appears in the minutes.

Tools

GGUS

- We must have a single place to handle everything, even user enquiries. The envisioned feature of linking tickets is not good because everything related to an issue should appear in the same ticket on a single web page
- The e-mail notification scheme provided by the LHCOPN helpdesk is a key feature
- **GGUS team proposed to improve relationships between the WLCG GGUS and the LHCOPN one,** they prefer doing this rather than "merging" the two. They have experience in this as they successfully did it for some other projects
- LHCOPN tickets will be enabled to show up in the standard GGUS when required

Calendar of network events

- This is useful
- Only service impacting tickets will be automatically mapped in the existing calendar and then the link will be given to WLCG:

<https://cclhcopnmon.in2p3.fr/LHCOPN/webcalendar/>

## WLCG

- Single point of contact: Will be achieved through GGUS. Clear workflow around a generic process for handling network issues to be detailed
- Regular updates: A daily reminder will be sent to sites for opened network issues impacting services. This is site's responsibility to provide update. An update could be that there is no update from network provider
- Better interactions between WLCG supporters and sites' network teams: Will be addressed by the new relationship between the standard GGUS and the LHCOPN helpdesk
- A table listing WLCG agents at the T1 sites with a mapping to their designated network contact should be created and maintained in the Twiki (In private Ops part)
- WLCG agent, responsible for updating GGUS with information provided by his network contact, may be of help. But unclear if and how this is really implemented on sites

## LHCONE

- Ops need to accommodate a wide range of T2s
- Complex problem not to be underestimated
- No central body sounds possible, Ops should rather be federated
- Too early to really start something

## Actions

- GCX & volunteers to discuss with GGUS/WLCG all details and to propose something to LHCOPN community for improving the LHCOPN TTS and associated workflow with the standard GGUS: use cases, fields, access management and permissions etc. Timeline to be also discussed.
- John S: Investigate status and benefit of "WLCG agents"
- GCX: Make calendar only displaying service impacting events
- GCX: Set up backup tests league table

## Next steps

- State of Ops will be reviewed, as usual, during next LHCOPN Ops phoneconf, scheduled Tuesday, April 12th, 2011 - 16:30 Geneva time.