

LHCOPN operations Presentation and training CERN's session II

Final round table and conclusion

Guillaume Cessieux (FR-CCIN2P3, EGEE SA2)

CERN, 2009-06-17

- (CH-CERN)
- NDGF
- NL-T1
- UK-T1-RAL

Good.

- **Role of E2ECU unclear**
 - Lot of messages received...
- **L2 versus L3 events**
 - You can bypass generic troubleshooting
 - Processes are generic catchall
- **Maintenance windows delay is based on the expected impact on service**
 - If no service impact maintenance delay is 1d
 - “Pure” days, not working days, 1w = 7d
 - Timezones, countries...

- **Twiki editing conflict**
 - Enforce edit after 10 minutes... No pity
- **GGUS**
 - Integration into existing monitoring dashboards
 - Could be a complementary notification channel
 - Messaging bus? API?
 - Auto refresh feature on the dashboard to be investigated
 - Refreshed frame? Frequency?
 - Events datetimes on the calendar are from problem start/end date
 - Bug to be fixed: Issue with start datetime of problem which seems to be lost when submitting ticket

- **NDGF is a distributed T1**
 - Beware of border router common meaning...
- **Any resilience possibility to be tested each year**
 - Accurately reported failure counts as a test
- **Materials used during the session**
 - Everything is on the agenda
 - <http://indico.cern.ch/conferenceDisplay.py?confId=58448>

- **GGUS**
 - Field service impacted is not so meaningful
 - It is only impact during ticket's lifetime – for WLCG
 - *Infrastructure improvement is not an impact*
- **T1-T1 link regular question: Which extremity is acting?**
 - First? Paying entities?
 - Responsibility unclear
- **Negotiation for maintenance may be hard**
 - Ok infrastructure should be redundant enough
- **Support of T1-T1 traffic is unclear**
 - Real physical layer is not matching political one
- **Technical contacts are not operational contacts**

- 1. What do you think of the operational model?**
- 2. How are you confident into implementing it on site?**
 - Processes are light enough?
- 3. Have you ideas for improvement?**
 - Processes, tools and training
- 4. Was this presentation session ok?**
 - Things you expected? Still obscure areas?

- **NDGF**
 - Reasonable model
 - Start investigate at L2 as easy to troubleshoot
 - But because they are also providing layer 2
 - Not too much problem to be implemented
 - But internal things to be sorted
 - GGUS integration to be improved
 - Enable smart interfacing
 - Avoid forgetting project's level interactions

- **NL-T1**

- Fairly good model
- Ok to be implemented, but complicated to be integrated in their complex environment
- Suggested improvement for notifications:
 - Reminder for the maintenance the D-day
 - Daily reminder for problem solved but ticket not closed

- **UK-T1-RAL**

- Model better now
- No particular problem to implement it
- Improvements should come from operators practising it

- **Next LHCOPN related events**
 - perfSONAR MDM training – June 22nd
 - Ops phoneconf - July 2nd
 - Ops WG act 5 ~July 5th TBD
 - LHCOPN meeting – August 31st, September 1st
- **Model compulsory for all sites**
 - Starting with a “test ticket”
- **Twiki review**
 - Serialised by sites, and through tickets
- **Final production mode targeted after September's LHCOPN meeting**

- **Thank you for attending!**
 - Thank Edoardo/CERN for arranging this meeting
- **Useful event with a lot of feedbacks**
 - Improvement process to be triggered... again :)