

## WLCG and LHCOPN Interaction Discussion

Date: 26<sup>th</sup> May 2009

Present: Harry Renshall, Guillaume Cessieux, Edoardo Martelli, James Casey, Maria Dimou, Wayne Salter

A discussion took place to understand the differences between the LHCOPN and WLCG views of the operational interactions between the two communities. Guillaume presented the LHCOPN view point, as well as Maria presenting the GGUS system, and in the resulting discussion the following 'agreements' emerged.

- The term 'Grid Data Contact' is misleading. However, the role is a valid one and in fact is covered by the SMOD at CERN and more generically by the 'Site Contact' in the WLCG world.
- It would be good that if there were a link between GGUS tickets raised within the WLCG system and those in the LHCOPN system when there is a correspondence. Maria and Guillaume confirmed that this possibility already exists.
- CERN:
  - The work flow for a problem seen by an experiment. Experiment issues GGUS ticket which goes to SMOD for initial investigation and filtering. If the issue is a network problem then NetCom would be contacted. NetCom would investigate to see if the problem is related to the LHCOPN or the internal network. In the case where the problem is related to the LHCOPN a GGUS ticket for the LHCOPN would then be created with a link to the original GGUS ticket. Following the meeting Edoardo saw a problem with this flow and suggested that it would be easier to put a link to the GGUS-LHCOPN ticket into the original GGUS ticket. NetCom already sees the LHCOPN tickets and can answer to SMOD with the ticket number. Is this okay?
  - For a problem seen directly in the LHCOPN, i.e. by NetCom. A LHCOPN GGUS ticket would be created and this would be raised to the SMOD which would create a WLCG GGUS ticket with a link to the original LHCOPN ticket.
- Extending this to the generic case.
  - Experiment issues GGUS ticket which goes to the 'Site Contact' at the relevant site for initial investigation and filtering. If the problem is a network problem then the site networking team would be contacted. The site networking team would investigate to see if the problem is related to the LHCOPN or an internal networking issue. In the case where the problem is related to the LHCOPN a GGUS ticket for the LHCOPN would then be created with a link to the original GGUS ticket. Can we modify this according to Edoardo's suggestion above?
  - For a problem seen directly in the LHCOPN. A LHCOPN GGUS ticket would be created by the site network team and this would be raised to the 'site contact' which would create a WLCG GGUS ticket with a link to the original LHCOPN ticket.

- To aid the WLCG daily afternoon operations meeting, a filtered view of the LHCOPN GGUS tickets should be created and linked to the relevant site. The filter criteria would be based on the 'Service Impacted' field.
- Tickets which arrive outside of normal working hours will be handled by an FIO piquet service. However, if these are then found to be network related there is no 'network piquet'. However, the CC Operators have access to network experts on a best effort basis for certain issues. Furthermore, there is a first-line support network support contract that will be called for certain types of problems, typically hardware failures of equipment in important areas, signalled to the CC Operators by Spectrum alarms.
- Known LHCOPN maintenance periods are entered in the LHCOPN GGUS system. The 'site contact' is responsible for ensuring that such maintenance interventions that will affect operations are then entered into GocDB.
- It would be worthwhile checking the commitment of Karlsruhe to support the LHCOPN GGUS system after the end of EGEE.
- When discussing the desired interaction between LHCOPN and WLCG the following requests were made;
  - LHCOPN presents the current status twice a year to the GDB
  - LHCOPN to be represented at the MB. May well be overkill as these meetings are weekly (Tuesday at 16:00). Maybe LHCOPN could be represented 'on request'?
  - LHCOPN to be represented at the STEP09 'post mortem' and at the WLCG Workshops
  - LHCOPN to be represented at the daily operations meetings during the week of the 8<sup>th</sup> June
- WLCG representative to attend LHCOPN meetings from time to time to present feedback from the WLCG on LHCOPN operations as well as to provide input on any new or evolving requirements for the LHCOPN.