

# LHCOPN Ops WG Act 5

*Guillaume Cessieux (CNRS/IN2P3-CC, EGEE SA2)  
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## 1. Ops assessment

- Overview after model being nearly fully deployed

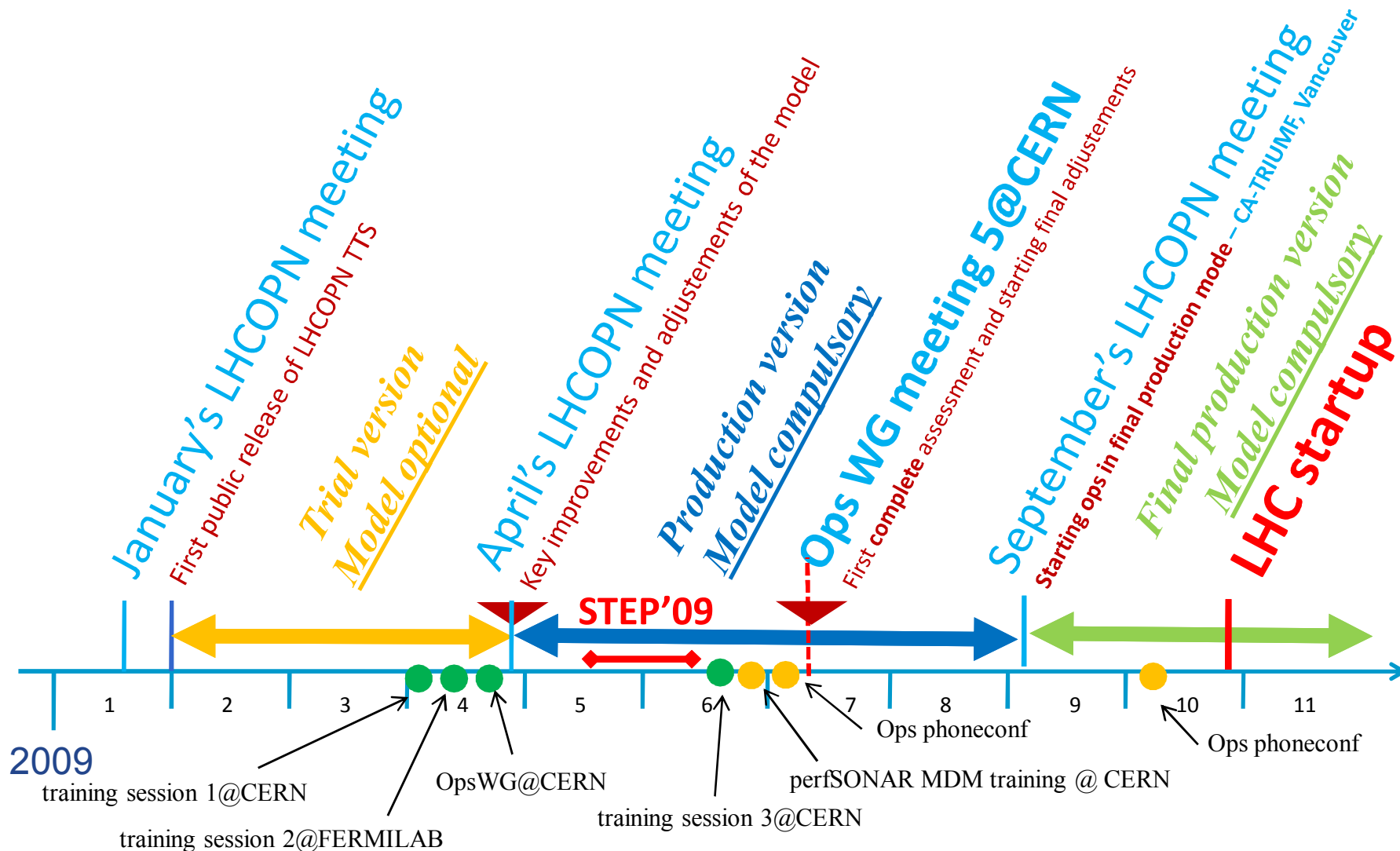
## 2. Define and prioritise major improvements

- Switch to a “regular light and continuous” improvement process

## 3. KPI – round two

- Avoid feelings & demonstrate this is working
- Be able to follow ops performing

	Trained	R/W Access to the twiki verified	Access to the TTS	Started Ops production mode	Review of twiki
CA-TRIUMF	2009-04-08	2009-04-30		2009-04-30	Partial 2009-06-19
CH-CERN	2009-04-02	2009-02-04		2009-02-04	
DE-KIT	2009-04-02	2009-02-23		2009-02-23	
ES-PIC	2009-04-02	2009-02-04		2009-02-04	2009-06-19
FR-CCIN2P3	2009-04-02	2009-02-04		2009-02-04	
IT-INFN-CNAF	> 2009-09				
NDGF	2009-06-16				
NL-T1	2009-06-16	2009-06-19		2009-06-19	
TW-ASGC	2009-04-08	2009-06-03		2009-06-03	
UK-T1-RAL	2009-06-16	2009-06-23			
US-FNAL-CMS	2009-04-08	2009-06-22		2009-06-22	
US-T1-BNL	2009-04-08	2009-05-27		2009-05-27	



- **2009-06-16/17**
  - <http://indico.cern.ch/conferenceDisplay.py?confId=58448>
- **Attendees**
  - NDGF
  - NL-T1
  - UK-T1-RAL
- **Only IT-INFN-CNAF missed**
- **Negotiation for maintenance may be hard**
  - Infrastructure should be redundant enough
- **Support for T1-T1 traffic is unclear**
  - Real physical layer is not matching political one!
- **Technical contacts are not operational contacts**

- **Role of E2ECU unclear and interfering**
  - Lot of messages received...
- **L2 versus L3 events: BU vs TD**
  - Generic troubleshooting could be bypassed
    - Processes are generic catchall
- **Twiki editing conflict**
  - Enforce edit after 10 minutes... No pity
- **NDGF is a distributed T1**
  - Beware of border router common meaning...
  - Some internal links to be considered?
- **T1-T1 link regular question: Which extremity is acting?**
  - First noticing? Paying entities? Closer?
  - Responsibility unclear – Ongoing work

- **GGUS**

- Integration into existing monitoring dashboards
  - Could be a complementary notification channel
  - Messaging bus? API?
- Dashboard auto refresh feature asked
- Events datetimes on the calendar are from problem start/end date – If end date not set = start + 30 min
- Field service impacted is not so meaningful
  - It is only impact during ticket's lifetime – for WLCG
    - *Infrastructure improvement is not an impact?*

- **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
      - *Is this worth?*
    - 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

- **2009-07-02**
  - <https://twiki.cern.ch/twiki/bin/view/LHCOPN/2ndJuly2009>
- **Cosmetics details around the TTS**
- **Some overlap in action from sites**
  - Duplicate tickets etc.
  - Early opening, T0 vs T1, timezone, non acting sites, USLHCNET
- **Still twiki related issues**
- **Monitoring information really needed for cross checking**
  - Can perfSONAR MDM takes over BGP monitoring tool?
  - **Problem of backup through generic IP masking OPN failures**

- **How to reduce overhead on site's process and avoid duplicating efforts and tools?**
  - Are we really adding the minimum workload?
- **GGUS**
  - Currently 48 users (Should be near expected final number).
  - Downtimes handling
  - User registration
  - Change in release processes for major improvements
    - Rolled out during official GGUS release
- **(Low involvement in Ops WG)**

- **Security**

- What are risks ... and probability?
- Conclusion from Ops WG 4:
  - Existing security groups to be involved
  - What are traffic patterns to be allowed on the LHCOPN
  - How to handle security events - Is our model fine and enough?
  - If filtering to be set up better before LHC start-up...
    - *Firewalling complex (and expensive)*