

# LHCOPN Ops WG Act 5 – Conclusion

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- **Easing twiki access**
  - Wayne to discuss with twiki support
    - Policies for account, registrations and rights
    - Troubleshooting process
- **Reduce workload on network teams around LHCOPN ops**
  - Maybe avoid putting all maintenances in the TTS
    - Wait statistics to see which efforts could really be spared
      - *Non impacting maintenances?*
  - Ease actions with smart GGUS integration
- **Which extremity of a link is acting on tickets?**
  - We should benefit of the first noticing the event
    - Timezones...
  - Responsibilities on T1-T1 links to be asked and reported on twiki for next LHCOPN meeting
    - On [https://twiki.cern.ch/twiki/bin/view/LHCOPN/NamingConventionAndLinksIDs#Official\\_links\\_IDs](https://twiki.cern.ch/twiki/bin/view/LHCOPN/NamingConventionAndLinksIDs#Official_links_IDs)

- **Grid interactions**
  - Really clarified
  - “Site contact” required for impact computation in Grid world
  - Proposal to be pushed to GDB
  - Site’s representatives in WLCG daily phoneconf may also be representative for LHCOPN business
  
- **Problem on ticket assigned to only one site when expecting action from several**
  - Assigned to one entity at a time in our model
    - Clear responsibility
    - But need to avoid bunch of 11 similar tickets toward each site...
  - Cf. [https://gus.fzk.de/pages/ticket\\_lhcopn\\_details.php?ticket=48335](https://gus.fzk.de/pages/ticket_lhcopn_details.php?ticket=48335)
    - Then no easy following...

- **GGUS for the LHCOPN**
  - API could ease processes' integration and thus acceptance
  - Extra notifications proposed by NL-T1 accepted
    - Reminder the D-Day for maintenance registered a long time ago in the TTS
    - Reminder for tickets solved but not closed
  - Clone ticket: To avoid creating several time the same ticket to be assigned to different entities
    - C.f informational ticket for new IP prefixes
  - Regular tickets: Ease regular maintenances and backup tests
- **Calendar: Change default length for non terminated events**
  - 30 min → 1 day: To have them more visible

- **Correlating ops and monitoring**
  - Link level is necessary
  - E2Emon is not trustable
  - Plan B: Grab list of long outages ( > 1h) from CERN's Spectrum
    - Link ID, start, end
    - Then try to find related GGUS ticket
      - *See major abnormal things*
      - *Initially to validate the concept, automation will be 2<sup>nd</sup> step*
- **Next LHCOPN meeting**
  - Grid interaction
  - Maybe feedback from STEP'09 postmortem
  - Statistics on GGUS tickets
- **Next Ops WG meeting or phoneconf**
  - Wait clear schedule of LHCOPN meetings