**Operations Management Board (OMB)**

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| **Meeting:** | Operations Management Board |
| **Date and Time:** | 30 October 2012  |
| **Venue:** | Phone meeting - EVO |
| **Agenda:** | https://indico.egi.eu/indico/conferenceDisplay.py?confId=1098 |

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# Participants

|  |  |  |  |
| --- | --- | --- | --- |
| Name and Surname | Abbr. | Organisation | Membership[[1]](#footnote-1) |
| Emrah Akkoyun |  | TUBITAK ULAKBIM, NGI\_TR | Member |
| Luis Alves |  | CSC/NGI\_FI | Deputy |
| Jan Astalos |  | UI SAV, NGI\_SK | Member |
| Goncalo Borges |  | LIP | Member |
| Riccardo Brunetti |  | INFN/NGI\_IT | Deputy Member |
| Stephen Burke |  | EGI.eu Information Officer | Member |
| Chun-Cheng Chen |  | Asia Pacific region | Member |
| Hélène Cordier |  | IN2P3/NGI\_FRANCE | Member |
| Linda Cornwall |  | STFC | SVG coordinator |
| Mario David  |  | LIP, Ibergrid | Member, TSA1.3 |
| Tiziana Ferrari  |  | EGI.eu | Chairman |
| Sven Gabriel |  | NIKHEF/NGI\_NL | EGI CSIRT coord, SA1.2 |
| John Gordon |  | STFC, UKI | Member |
| Guenter Grein |  | KIT | SA1.6 |
| Nikola Grkic |  | IPB/NGI\_RS | Deputy Member |
| Kostas Koumantaros  |  | GRNET/NGI\_GRNET | Member |
| Malgorzata Krakowian |  | EGI.eu | Member, TSA1.3/1.8 |
| Mats Nylen |  | NGI\_SE | Member |
| David O'Callaghan |  | NGI\_IE | Member |
| Di Qing |  | TRIUMF/ROC Canada | Member |
| Marcin Radecki |  | CYFRONET, NGI\_PL | Member, TSA1.7 |
| Serge Salamanka |  | UIIP NASB, NGI\_BY | Member |
| Jura Tarus |  | CSC/NGI\_FI | Member |
| Ulf Tigerstedt |  | CSC/NGI\_NDGF | Member |
| Ron Trompert |  | SARA, NGI\_NL | Member, TSA1.7 |
| Alessandro Usai |  | SWITCH/NGI\_CH | Member |

Some participants were connected through Phone Bridges.

# ACTION REVIEWS

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Action Owner** | **Content** | **Status** |
| **Actions from the 30 October 2012 OMB meeting** |
| **25.01** | T. Ferrari | To propose changes to the AUP of the OPS VO to allow the membership of IRTF members | IN PROGRESS |
| **25.02** | T. Ferrari | To propose the mandate of a working group responsible of checking quality, business logic and policy of probes integrated or to be integrated into SAM | OPEN |
| **25.03** | T. Ferrari  | To verify the impact of new nagios binaries fixing issue https://tomtools.cern.ch/jira/browse/SAM-2999 on GRAM 5 interfaces 🡪 E. Imamagic contacted on 03/11/2012 | IN PROGRESS |
| **25.04** | COD | To proceed with the procedure PROC 16 and request ROD to evaluate org.sam.glexec.WN-gLExec before it is added to the ROC\_OPERATORS profile on 01 Dec  | OPEN |
| **25.05** | T. Ferrari | To update the OMB on the status of the DPM community project 🡪 mail sent on 03/11/2012 | CLOSED |
| **25.06** | T. Ferrari | To provide more information about continuity of Software engineering coordination and Quality Assurance currently provided by EMI as global tasks | IN PROGRESS |
| **Actions from the 28 August 2012 OMB meeting** |
| **24.01** | S. Gabriel | To provide information on the IRTF use of OPS membership (for a future extension of the OPS AUP) 🡪 AUP changes proposed at the Oct OMB | CLOSED |
| **24.02** | NGIs | To check sites not publishing User DNs and to request the problems to be fixed (see list attached to the August OMB agenda) 🡪 update provided. Work still in progress | IN PROGRESS |
| **24.03** | NGIs  | To participate to the internal review of the EGI GLUE 2 profile draft 🡪 ongoing review. Comments will be gathered through the egi discussion forum. Deadline: 30 Nov | IN PROGRESS |
| **24.04** | T. Ferrari | To discuss with SA2 GLUE 2 as new criteria for UMD software verification 🡪 SA2.2 added GLUE 2 to its UMD quality criteria | CLOSED |
| **24.05** | T. Ferrari | To convert the middleware sustainability plans xls file into a document for wider distribution, and to start the implementation of identified mitigations 🡪 this action is no longer needed. Relevant risks are being addresses by the TCB | CLOSED |
| **24.06** | P. Solagna | To update the SHA-2/RFC proxy action plan after the IGTF meeting in September 🡪 SA2 is establishing an infrastructure for usage of SHA-2 certificates released by the IberGrid CA. EMI and IGE were requested to provide information on SHA-2 readiness (Nov TCB) | IN PROGRESS |
| **24.07** | T. Ferrari | To execute the SHA-2/RFC proxy action plan (with the participation of EGI CSIRT and SA2) | IN PROGRESS |
| **24.08** | NGIs | To support sites and enforce the gLite 3.1 and unsupported gLite 3.2 retirement plan | IN PROGRESS |
| **Actions from the 17 July 2012 OMB meeting** |
| **23.02** | NGIs | To report experience about VOs running on EMI WN at the following wiki page: <https://wiki.egi.eu/wiki/NGI-VO_WN_tests>. In case of issues, a security support of gLite 3.2 WN needs to be requested. Feedback from NGIs is fundamental. DEADLINE 07 September. 🡪 gLite 3.2 WN support extended to end of November 2012, however the action is still relevant and has to stay in progress | IN PROGRESS |
| **23.06** | NGIs  | To contact sites that are not publishing UserDNs to request the re-publishing in case of gaps during the past 12 months 🡪 list of sites reduced to 80 sites | IN PROGRESS |
| **Actions from the 19 June 2012 OMB meeting** |
| **22.02** | K. Koumantaros | To discuss the current user data retention with the NGI international report Virtual Team 🡪 VT leader contacted to solicit feedback. General agreement on having a 18 months window to allow republishing and generation of NGI int usage report. 13 months for retention at steady state is acceptable | CLOSED |
| **22.04** | NGIs | To discuss the current user data retention policy and a timeline for the erasing of historical user DN information with Resource Centres and propose a timeline for the removal of historical userDN information 🡪 many sites still failing to publish User DN information | IN PROGRESS |
| **Actions from the 26 March 2012 OMB meeting** |
| **20.01** | T. Ferrari | To propose a process for MoU negotiation between VOs and NGIs/RCs 🡪 a document on central managed resource allocation with SLA support was prepared for Council discussion in October | IN PROGRESS |
| **20.02** | T. Ferrari | To organize a EMI/EGI seminar on new features released, deployment aspects and usage aspects from a user perspective 🡪 first meeting on LFC/DPM synchronization. 🡪 VOMS training organized in July, additional training session provided at TF12  | CLOSED |
| **20.03** | E. Imamagic | to assess the availability of storage occupation tests in Nagios 🡪 EMI probes have still to be included into SAM, a dependency on the gLite 3.2 UI and DAG is currently delaying this integration. Action on hold until migration to EPEL will be complete. | ON HOLD |
| **20.04** | T. Ferrari | to constitute a task force addressing the problems faced by BIOMED in terms of allocation of a sufficient share of resources 🡪 BIOMED requested to test the WMS feature supporting job migration in case of high queuing time. Resource allocation policies being reviewed at TF12 | IN PROGRESS |
| **20.05** | E. Imamagic | to start the procedure for assessing the impact of GLOBUS/UNICORE probes on daily operations. 🡪 waiting for new SAM release 17. SAM 17.1 under deployment since end of August. 🡪 tests will be operational as of 01 Nov | CLOSED |
| **Actions from the 24 January 2012 OMB meeting** |
| **18.04** | E. Imamagic | To assess deployment of NGI SAM failover configuration (<https://rt.egi.eu/rt/Ticket/Display.html?id=3457>) 🡪 waiting to have the operations tools SAM in production at CERN | ON HOLD |
| **18.05** | E. Imamagic | To distribute documentation on how to trouble shoot the message broker network (<https://rt.egi.eu/rt/Ticket/Display.html?id=3459>) 🡪 IN PROGRESS. Waiting to see the status of the next May SAM update. 19/06: SAM update released to end of June. | IN PROGRESS |
| **Actions from the 20 December OMB meeting** |
| **17.04** | T. Ferrari/P. Solagna | To contact NGIs who are in favour of changing their GOCDB configuration of critical services and implement changes during Jan/Feb and to support the other NGIs in computing their A/R statistics by extracting data from the SAM PI 🡪 now GOCDB supports virtual sites. A module for availability reporting of virtual sites is being implemented in the operations portal. | IN PROGRESS |
| **17.05** | T. Ferrari | To review the naming scheme of EGI profiles when POEM will be in production 🡪 this action will be completed after the first release of POEM | ON HOLD |
| **17.07** | COD | To reassess the UNKNOWN test percentage in March 2012 🡪 The unknown percentage has been decreasing. The status will be reviewed in collaboration with COD in May. It will be reviewed after the release of SAM update 17, which should include the feature of a SAM central monitoring controlling NGI SAM Installations | CLOSED |
| **Actions from the 28 November OMB meeting** |
| **16.02** | M. Ma | To consult with technology providers and VOs with the aim of updating the EGEE notice about maximum proxy lifetime. 🡪 SA1 milestone for 2012. Will be discussed in the August UCB. 🡪 this is now a SPG action | CLOSED |
| Note: Actions from previous meetings are closed. |

# Introduction

T. Ferrari/EGI.eu, J. Gordon/STFC

The following OMB calendar for 2013 is proposed: Jan 29 (phone), Feb 26 (phone, an additional f2f meeting could be considered in Feb if in co-location with other EGI workshops), Mar 26 (phone), Apr 12 (co-located with CF13), May 28. All NGI Operations Managers are invited to comment in case of clashes with other community events.

The Community Forum 2013 call for participation is open: <http://cf2013.egi.eu/call_for_participation/index.html>. The main themes of the operations track are:

* Resource Centre Forum and discussion of VO operations issues
* Resource allocation and related policies, procedures
* Federation of different infrastructures (EGI, EUDAT, PRACE, ESFRIs): policies, procedures, tools (support, monitoring, accounting)

Two global tasks are being handed over to EGI.eu: coordination of documentation (TSA1.8) and coordination of integration activities (TSA1.3): M. Krakowian who joined EGI.eu in September will be the responsible of these. The OMB welcomes Malgorzata. Operations documentation is being reviewed and will be improved to make navigation easier by classifying it by consumer: user documentation, site admin documentation, operators documentation. The first draft of the EGI.eu OLA will be presented at the Nov OMB.

## OPS membership extensions for IRTF

The OMB discusses the extension of OPS membership to members of the Incident Response Task Force.

**DECISION. The OMB approves the extension of membership to the OPS VO to support incident response activities of members of IRTF. IRTF members are allowed to use OPS credentials to manually run tests of vulnerable software when the level of risk justifies this. The frequency of these test will be daily tests, a higher frequency may be possible if requested by or in agreement with the site administrators of the affected sites, or if needed for checking the progress of mitigation actions**.

J. Gordon suggests that IRTF members can be easily identified either through the membership to a specific group or with a given role. T. Ferrari will discuss the implementation details.

**ACTION (T. Ferrari): to propose an extension of the OPS AUP to reflect this change and discuss implementation details of the extension of membership**

## Status of SAM probes

PROBLEM STATEMENT. The Swiss NGI complained about the quality of the current ARC probes with particular reference to the error messages returned (which should be improved) and the business logic of the ARC-CE tests. Most of the current probes run in SAM are still inherited from EGEE times, others were included to allow the integration of new middleware (QCG, Globus, UNICORE, Desktop Grids).

EMI 2 probes are still to be integrated because of technical issues. It is foreseen that in the future with the end of EMI/IGE, multiple sources of probes will be possible: the Product Teams and the operations community (several NGIs develop probes that are general enough to be deployed by other NGIs). In all cases, probes need to pass a quality check before being included in a SAM release, to understand if:

1. The policy associated to a probe is suitable (the policy defines when a probe returns OK, WARNING or CRITICAL);
2. The business logic of the probe correctly reflects its operations environment where the service is run;
3. Completeness of the tests.

Quality verification that is part of the UMD software provisioning is not suitable, as it requires understanding of the operations environment of a service at a site and NGI level.

T. Ferrari proposes that a working group coordinated by COD with the participation of expert NGIs is constituted to 1. Check the current status of probes and 2. Check new probes (when available) before integration into SAM.

**ACTION (T. Ferrari). To propose a mandate for the working group**.

## Sites not publishing User DNs

More than 80 sites were identified in mid October as not publishing user DNs in their accounting usage records. All NGIs are requested to contact these sites to ensure that configuration of APEL (which by default switches off user DN publication) is correct.

Republishing of user DNs in the past: this process causes high load in the central DB and needs to be coordinated by the APEL team. Sites before publishing must contact the APEL team through a GGUS ticket to coordinate with them the republishing process. A GANTT chart from the accounting portal showing time windows when user DNs were published in the past, is still not available.

* NGI\_NDGF: several Baltic sites are migrating from gLite to ARC. This is causing some trouble in order to have a working accounting setup
* IberGrid sites are republishing
* NIG\_PL: one site (ICM) is using CREAM with SLRUM back end. The BLAH module for SLURM is available, however, no accounting probes are still present, so the SLURM support by CREAM is still incomplete to date. ICM developed modules of their own for this. Site volunteers for early adoption of CREAM with SLURM backend
* NGI\_IT will get in contact with the Austrian sites
* Russia, Ukraine, Aisa Pacific and NGI\_NL need to contact their sites for a faster progress

**FOR APPROVAL. New version of Resource Centre Registration Procedure and Certification and VO Registration Procedure. New procedure for renaming of Resource Centres in GOCDB**

M. Krakowian/EGI.eu

**DECISION.**

* **PROC09 Resource Centre Registration and Certification Procedure: the updated version of the procedure is approved.**
* **PROC14 VO Registration Procedure: the updated version of the procedure is approved.**
* **PROC 15 Procedure for renaming a Resource Center: new procedure approved.**

**FOR APPROVAL. Stop of lcg-ce monitoring from Nov 01 2012**

T. Ferrari/EGI.eu

**DECISION. The OMB approves the end of support of lcg-ce in SAM and GOCDB as of 01 Nov**.

Status update (03 Nov):

* 03 Nov: requested decommissioning of GOCDB CE service type (<https://rt.egi.eu/guest/Ticket/Display.html?id=4575>)
* 03 Nov: requested removal of lcg-ce probes from profile ROC, ROC\_OPERATORS and ROC\_CRITICAL (<https://ggus.eu/ws/ticket_info.php?ticket=88094>)
* 31 Oct: requested decommissioning of lcg-ce support unit in GGUS

**ACTION (T. Ferrari). To verify the impact of new nagios binaries fixing issue** [**https://tomtools.cern.ch/jira/browse/SAM-2999**](https://tomtools.cern.ch/jira/browse/SAM-2999) **on GRAM 5 interfaces**.

# FOR APPROVAL. Turning probe org.sam.glexec.WN-gLExec into OPERATIONS

M. Radecki/CYFRONET

After assessment for 1 month of the probe org.sam.glexec.WN-gLExec, COD approves the turning of this test into OPERATIONS. The OMB is requested to approve.

gLExec is an infrastructure component requested in compliance with the EGI security policies for traceability of user identity when multi-user pilot jobs are used. This framework is mainly used by WLCG, but other communities make use of pilot jobs.

The scope of deployment of gLExec justifies the availability of ROD support in case of failures.

Turning of a test into OPERATIONS does not mean adding a new probe to SAM, on the other hand, an existing probe will generate alarms into the operations dashboard when turned into OPERATIONS (see definitions at <https://wiki.egi.eu/wiki/SAM_Tests>).

Canada, Netherlands, Turkey, Poland, Switzerland, IberGrid, United Kingdom express explicit consensus.

NGI\_GRNET disagrees as gLExec is considered to be a WLCG specific component, that is already monitored in WLCG-specific nagios tests.

The OMB approves the following decision, but without consensus.

**DECISION. The OMB approves that org.sam.glexec.WN-gLExec is turned into OPERATIONS.**

**ACTION (COD). To proceed with the procedure PROC 16 and request ROD to evaluate org.sam.glexec.WN-gLExec before it is added to the ROC\_OPERATORS profile on 01 Dec**.

**gLite 3.1/unsupported gLite 3.2 decommissioning: status and next steps**

M. Radecki/CYFRONET, S. Gabriel/NIKHEF

The status and progress of migrating away from unsupported gLite 3.1 and gLite 3.2 software is described. These are the next steps foreseen in the escalation of tickets that will be still open on 02 Nov:

* handover of tickets opened through the security dashboard from COD to EGI CSIRT will happen on 05 Nov;
* sites found on the 05 Nov with no response of any kind to the open ticket will be evaluated with EGI.eu COO for suspension. May reminders have been added to the ticket asking to supply information about upgrade plans. NGIs are requested to check status of response at an NGI level and to get in contact with the site administrators of these sites.
* Various new alarms will likely be opened in the coming days, these will be triggered: by unsupported gLite 3.2 CREAM instances (not all instances could be identified with the current probe so the probe will be updated), dCache (dCache unsupported instances could not be detected with the current set of probes, so a new ad hoc probe has to be developed and deployed by the security nagios). Due to the late time of these new alarms, extensions for sites affected by these new alarms may be negotiated. The number of sites affected by the new alarms will assessed.
* COD/EGI.eu/CSIRT will evaluate this week sites with late plans ( upgraded completed later than 01 Dec)
* sites who provided no reply at all to the open ticket will be reminded by COD (29-31 Oct)

**UMD update calendar and release highlights, status and issues with software provisioning**

M. David/LIP

EMI 1 is reaching end of support in April 2013, so resources available for EMI 1 staged rollout should be moved to EMI 2 SR (with a few exceptions). This is in progress.

UMD updates will be released a quarterly basis. Exceptions are allowed for important fixes or important releases fixing major operational issues affecting the production infrastructure.

For information about the UMD update calendar and composition of the next release, see slides.

# Software provisioning and support after EMI/IGE: status update

T. Ferrari/EGI.eu

T. Ferrari provides an update on the currently open actions of the TCB to address risks defined by the OMB in August related to the end of EMI and IGE in April 2013.

EMI and IGE are being contacted to request of information on the level of support that product teams will deliver, the type of maintenance that they will guarantee, and the type of support commitment with EGI they will engage with. Different levels of commitment will be accepted by EGI through a SLA and MoU, with just an MoU and without any type of support guarantee.

The UMD distribution will continue after EMI/IGE.

EGI is discussing the continuation of global services that EMI is currently providing.

NGIs are interested in the progress of the DPM community project.

**ACTION (T. Ferrari) to provide a status update via e-mail**

As to the EMI global tasks, IberGrid is concerned about the availability of ETICS (or equivalent tool) after EMI, as well as of quality verification. L. Cornwall for SVG confirms the importance of this.

**ACTION (T. Ferrari) To provide more information about continuity of Software engineering coordination and Quality Assurance currently provided by EMI as global tasks**.

A new update will be provided on this topic at the November OMB to inform about TCB discussions.

# Followup of underperforming Resource Centres

R. Trompert/SARA

The traditional procedure of opening of COD tickets to NGIs to notify at the end of a calendar month about underperforming sites and to collect justifications, is now obsoleted.

The problem of sites underperforming (availability < 70%) will be handled starting with the October statistics, as any other operations issue. In order to do so, a probe was developed checking the availability of a site for the last 30 calendar days. The source of information is authoritative and extracted from the SAM PI. The probe (egi.eu.lowAvailability ) is executed by the operations portal, and an alarm is displayed in the operations dashboard.

Availability alarms **are to be handled by RODs in the Operations Dashboard**. These alarms are thought to be a warning for NGI informing about poor performance of site within the last 30 days. This allows the creation of a GGUS ticket in the dashboard, which needs to be left open until the alarm disappears, to avoid the generation of multiple GGUS tickets about the problem.

**COD remains responsible as usual of checking monthly Availability/Reliability statistics and of related suspension matters**.

More information is available at:

<https://wiki.egi.eu/wiki/Availability_and_reliability_monthly_statistics#Process_of_handling_RC_Availability_and_Reliability>

ROD should treat the alarm as a warning that availability for the period of last 30 days has dropped below 70%. It is up to ROD whether they ask for site's explanation. The goal of this new test is to make RODs responsible for dealing with their sites' availability levels

The alarm is handled identically to other alarms: usually a ticket must be submitted to the site. It can be closed as soon as the alarm goes into OK status (however it is recommended to make sure it is a couple percent above the threshold before closing it. e.g. 80%). If the problem continues for over 30 days the ticket should be closed. If the alarm is raised again, ROD has to open a new ticket. This should motivate the site to work on the problem.

The probe was previously assessed, but needs to be tested in a larger production environment. Improvements and tuning of the probe may be needed, input is welcome.

# AOB

* Globus and UNICORE tests will become operations as of 01 Nov 2012
* ARC-CE monitoring will be enabled on ARC-only sites of NGI\_CH in the coming week, however, it will remain switched off for sites also offering gLite services, the reason for this is that NGI\_CH is unhappy about the current quality of error messages in ARC probes and of their internal business logic.
1. Member, Observer, in Attendance [↑](#footnote-ref-1)