**Operations Management Board (OMB)**

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| **Meeting:** | Operations Management Board |
| **Date and Time:** | 18 December 2012  |
| **Venue:** | Phone meeting - EVO |
| **Agenda:** | https://indico.egi.eu/indico/conferenceDisplay.py?confId=1100 |

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# Participants

|  |  |  |  |
| --- | --- | --- | --- |
| Name and Surname | Abbr. | Organisation | Membership[[1]](#footnote-1) |
| 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 |
| Jeremy Coles |  | STFC/NGI\_UK | Member |
| Linda Cornwall |  | STFC | SVG coordinator |
| Mario David  |  | LIP, IberGrid | Member, TSA1.3 |
| Claire Devereux |  | STFC/NGI\_UK | Member |
| Feyza Eryol |  | TUBITAK, NGI\_TR | Member |
| Tiziana Ferrari  |  | EGI.eu | Chairman |
| Sven Gabriel |  | NIKHEF/NGI\_NL | EGI CSIRT coord, SA1.2 |
| Nikola Grkic |  | IPB/NGI\_RS | Deputy Member |
| Emir Imamagic |  | SRCE, NGI\_HR | Member, TSA1.4 |
| Kostas Koumantaros  |  | GRNET/NGI\_GRNET | Member |
| Malgorzata Krakowian |  | EGI.eu | Member, TSA1.3/1.8 |
| Oliver Keable |  | CERN/EMI  | Invited Participant |
| Gilles Mathieu |  | IN2P3/NGI\_FRANCE | Deputy Member |
| David Meredith |  | STFC | JRA1 GOCDB |
| Marcin Radecki |  | CYFRONET, NGI\_PL | Member, TSA1.7 |
| Miroslav Ruda |  | NGI\_CZ | Member |
| Alessandro Usai |  | SWITCH/NGI\_CH | Member |
| Paolo Veronesi |  | INFN/NGI\_IT | Member |
| Anders Wäänänen |  | UCPH, Denmark | Member |

Some participants were connected through Phone Bridges.

# ACTION REVIEWS

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Action Owner** | **Content** | **Status** |
| **Actions from the 18 December 2012 OMB meeting** |
| **27.01** | NGIs | To provide comments about the EGI.eu OLA by 18-01-2013 (<https://documents.egi.eu/document/1093>) | OPEN |
| **27.02** | NGIs | To provide comments about the proposed policy of closing GGUS tickets which do not receive feedback from the submitter for a long time. DEADLINE 22-01-2012 | OPEN |
| **27.03** | COD | To organize nagios probe working group and participation of NGIs to sub-groups 🡪 see doodle <http://doodle.com/mzcruxd3nvnd32gh> | IN PROGRES |
| **27.04** | O. Keable | To get a list of user communities represented by the DPM project collaboration | OPEN |
| **27.05** | NGIs | To register VO SAM installations to allow central monitoring through SAM | OPEN |
| **27.06** | G. Borges  | To open a RT requirement for the operations portal to request the differentiation in the operations dashboard of alarms generated by probes for mw version monitoring from other plain alarms | OPEN |
| **27.07** | NGIs and Ops Global task providers | Provide feedback about D4.7 <http://documents.egi.eu/document/1471> (deadline 09-91-2012)  | OPEN |
| **27.08** | NGIs | To participate to the survey: Federation of NGI services and central coordination by y 22-01-2013. | OPEN |
| **27.09** | NGIs  | To send expressions of interest about participating to the task force on centrally managed resource allocation by 11-01-2013 | OPEN |
| **27.10** | NGIs  | To send expressions of interest about participating to the testbed for centrally managed resource allocation by 22-01-2013 | OPEN |
| **27.11** | EGI CSRIT | To propose a document describing the proposed deployment architecture and the related implementation steps. The document should be available in the middle of Febraury to allow an OMB discussion in Feb | EGI CSIRT |
| **Actions from the 20 November 2012 OMB meeting** |
| **26.01** | K. Koumantaors | To keep the OMB informed about progress in migrating notification features of VOMRS to VOMS 🡪 difficulties are being experienced to keep the current notification features available in VOMRS. The problem is being discussed with the VOMS developers. | IN PROGRESS |
| **26.02** | COD | To lead the creation of a working group for the technical evaluation of nagios probes 🡪 doodle open, several groups will be created about different technologies | CLOSED |
| **26.03** | T. Ferrari | To assess how many sites depend on the availability of a WN relocatable tarball 🡪 mail sent to the OMB on 22/11. Deadline for feedback is 28/11Output: 1 in IberGrid (CESGA), 4 in NGI\_UK, 4 in ROC\_Canada, 3 in France | CLOSED |
| **26.04** | COD | To provide feedback on the ROD instructions on ticket handling for software retirement and to disseminate the instructions – when finalized – among the RODs 🡪 ticket opened <https://rt.egi.eu/guest/Ticket/Display.html?id=4684> | CLOSED |
| **26.05** | NGIs | To discuss the proposed UMD policy with site administrators. Feedback must be provided by the December OMB. The policy will be discussed and finalized there 🡪 the quarterly release policy is approved | CLOSED |
| **26.06** | NGIs | To provide comments about the EGI.eu OLA 🡪 in progress until Jan OMB | IN PROGRESS |
| **26.08** | T. Ferrari | ACTION (T. Ferrari) To discuss A/R computation algorithm with JRA1 🡪 request for change submitted to SAM and RT ticket presented in the introduction of this meeting | CLOSED |
| **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 🡪 changes approved by the OMB. Request of implementation in progress (VO managers contacted) | IN PROGRESS |
| **25.04** | COD | request ROD to evaluate org.sam.glexec.WN-gLExec before it is added to the ROC\_OPERATORS profile on 01 Dec 🡪 the probe is now turned into OPERATIONS | CLOSED |
| **Actions from the 28 August 2012 OMB meeting** |
| **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) 🡪 plan execution is in progress. I’ll close this action, and keep open 24.06 as a mechanism to trace progress. | CLOSED |
| **Actions from the 19 June 2012 OMB meeting** |
| **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. This is now in the action plan for the Jan OMB. The output of the procedure will be discussed at the Evolving EGI workshop (Jan 2013) | 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 🡪 discussion at the EGI Council meeting 20/11/2012 | IN PROGRESS |
| **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 🡪 action can move to in progress now that a SAM tool for monitoring of NGI SAM installations is available | IN PROGRESS |
| **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 |
| Note: Actions from previous meetings are closed. |

# Introduction

T. Ferrari/EGI.eu (see slides)

**Update of actions from last OMB**. No comments were received about the proposed UMD release policy that proposes the UMD release frequency to be quarterly. **The OMB approves quarterly releases of UMD**.

Wiki documentation pages are being re-organized to make more accessible. Two different wiki pages are now providing links to users’ documentation and site administrators’ documentation. For comments and for contributing documentation please write to operations at egi.eu.

PROC16 for the decommissioning of unsupported software was updated.

PROC04 documenting the procedure for handling of underperforming sites was also updated, as performance issues are no longer managed through COD tickets to the respective NGIs, but these are rather managed according to the usual mechanisms through alarms in the operations dashboard.

Reporting of availability and reliability statistics is now extended to include EGI.eu operational tools.

* Top-BDII monthly availability/reliability reports are provided by the operations portal
* RC monthly availability/reliability reports are available from the central instance of myEGI
* EGI.eu operations tool availability/reliability reports are available from the central instance of myEGI.

A change for the availability computation engine was submitted to the SAM team so that sites that are not in production for the full calendar month are excluded from computations of the NGI summarized availability/reliability. Sites that should be excluded are those which change status from uncertified to certified, and those who change from certified to suspended.

The EGI.eu OLA was updated in December. Please provide comments to the OMB mailing list. It will be approved at the January OMB in case of no comments **ACTION (all NGIs)**.

A policy for the handling of GGUS tickets that do not receive feedback from the ticket submitter is being discussed. The policy proposes that the submitter is notified when an answer is expected from him/her, and is reminded periodically if no answer is provided, until a given time threshold is reached. To follow this discussion please see Savannah ticket <https://savannah.cern.ch/support/?133041>. Comments are solicited about the proposed policy. Deadline: 22-01-2012. **ACTION (all NGIs).**

COD will be involved in the provisioning of support to new site administrators and NGIs that have little experience with software installation and procedures. This support will be provided through the Discussion Forum to allow for community support under COD moderation, see: <http://go.egi.eu/NewSiteForum> and <http://go.egi.eu/NewNGIForum>.

Nagios working group: the probes provided with EMI 2 are still to be integrated. Update 21 of SAM will integrated the new probes from EMI, so any review work should be focused on the new to be integrated probes and not the current ones. There is currently no estimation of a release date of Update 21 (and this update will require the re-installation of SAM as an upgrade won’t be possible). End of development for Update 21 is expected at the end of Feb 2013, but some problems were detected with the probes and patches are expected. GGUS will be the channel to requests changes to probes.

E. Imamagic: will probes be still maintained by technology providers after EMI/IGE? TF: most of them will be, as detailed in the EMI and IGE answers to a TCB questionnaire (see replies attached to the agenda).

NGIs are requested to provide their availability at this doodle: <http://doodle.com/mzcruxd3nvnd32gh>

It is agreed that different groups should be formed to evaluate the probes according to the related stack (gLite, ARC, UNICORE, GLOBUS etc.). **ACTION (COD) to organize participation to sub-groups from NGIs**.

NGIs that are EGI-InSPIRE partners have the possibility to propose mini-projects (12 months) for advancement in new areas (operations, communication and coordination, operations, tools etc.). Mini-projects will be supported by EGI-InSPIRE funding. The deadline for submission is: 13:00 CET on 21/1/13

More information is available at: <https://indico.egi.eu/indico/materialDisplay.py?contribId=0&materialId=0&confId=1100>

Please feel free to use the OMB list to share ideas and contact interested partners. TF will provide information on the start time foreseen for mini project activities.

Adobe Connect will be used as a temporary replacement of EVO starting from January. A testing session will be organized on the 15th of Jan. All OMB participants are invited to join.

# DPM community project

O. Keable/CERN

DPM project was launched to compensate for lack of EC funding after the end of EMI. More than 200 sites currently rely on this service. The community project will drive the service forward after EMI. A meeting was held during DPM workshop with representatives from the main stakeholders to check the feasibility of a DPM collaboration with the available effort. Effort was considered to be enough, and the DPM collaboration will proceed. 2.5 FTEs will be available after EMI of which one is pledged by CERN.

LFC is derived from DPM code. This means that maintenance effort that is specific to LFC is limited. The LFC project will be maintained for the communities represented in the collaboration (HEP and others represented by the institutes). The final collaboration agreement may say which user communities are represented, but this is not resolved now.

HEP usage will continue for about 2 years, maintenance for this period is granted but no effort is available for further development. If a community wants feature development, this can be negotiated. A connection to a collaboration member is desirable, otherwise if it is just about requirements, this can be negotiated bilaterally. The collaboration is not foreseeing further development for LFC at the moment, but the collaboration is open for any contribution to LFC. A collaboration agreement document will be produced and tasks will be allocated for the timescale of after EMI.

**ACTION (O. Keable) To get a list of user communities represented by the DPM project collaboration**.

# Central monitoring infrastructure

E. Imamagic/SRCE

The central SAM for monitoring of tools has specific probes for the operations tools and is fully integrated with ACE. Results are available from MyEGI and availability for the services is calculated. Only service end point availability is computed (no summarization across all tools is provided).

Access is open to NGI operations managers, administrators of services (sites hosting the tools) and OPS members. 28 tests were provided by the JRA1 Product Teams or reused from existing ones and integrated for tool monitoring. Documentation of probes is still in progress.

Further integration is needed in the operations portal to generated alarms. An alternative option to the alarms in the operations dashboard is the sending of e-mails directly by Nagios, this is still under discussion.

It is recommended that VO SAM installation are registered in GOCDB, this allows automatically the monitoring by the central SAM instance (information about the VO SAM is pulled from GOCDB).

NGIs are requested to record VO SAM installations in GOCDB.

For middlware version monitoring various probes are currently partly run by the security Nagios, while the most recent ones are integrated into a dedicated SAM installation (midmon). Midmon.egi.eu is a SAM VO instance for OPS (and should be added to GOCDB to be monitored). Allows quick deployment of new probes, this would not be possible with the existing NGI SAM installations (a new SAM release would be needed for every probe change). Integration of middleware version probes is compete with the operations portal.

DPM, LFC, WN are being tested now by midmon. Access is possible for: ops members, dteam members, Site administrators, NGI managers.

POEM link provides information about the profiles being used.

G. Borges: the new probes generate alarms that are mixed up with other regular probes. Everything appears in the same set, naming of test is the only way to differentiate tests. Procedures are different depending on the type of alarm and this complicates that task of the ROD team. Identification for ROD people would be possible. For next version of the dashboard this will be supported. ACTION (G. Borges) to open a RT requirement.

GLUE 2 testing is needed to ensure that EMI 1 version information can be extracted. This test will start generating alarms from 19/12 raising. Warning returned by EMI 1 probes will be available from midmon for the operators.

# Operations sustainability

T. Ferrari/EGI.eu

T. Ferrari presents the content of D4.7 on operations sustainability, and the proposed council action plan to decide the technical evolution of global tasks as well as the of their funding model. NGI operations sustainability is based on the output of the survey run in September (and already presented at EGITF 12).

This documents has two parts:

* assessment of NGI sustainability according to the input received from a survey conducted in September from 27 NGIs who replied to the survey 🡪 NGI operations managers are requested to check this part, to make sure that the status of the NGI is correctly reported in the deliverable. ACTION (NGIs)
* assessment and future perspectives of the Global tasks: an assessment of the current status of operational tasks is provided together with a possible evolution of the task (where applicable) 🡪 partners running global tasks are invited to check this part and provide their feedback. ACTION (Ops Global task providers)

The document also identifies some possible actions to ensure continuity of operational services at an NGI level where needed in case of funding issues after EGI-InSPIRE. Further input is welcome from NGIs.

A survey will be open this week to collect expressions of interest in participating to various sustainability actions for NGI service provisioning. Costs of running operations can be partly reduced by sharing operational services with other NGIs and by increasing their efficiency by centrally coordinating the deployment of core services. With this survey we aim at collecting NGI expressions of interest in exploring some of these deployment scenarios in preparation to the end of EGI-InSPIRE. The results of this survey will be used to plan actions for a transition to the period after EGI-InSPIRE.

**ACTION (NGIs) To provide feedback by 22-01-2013 to the survey by Survey is available at:**

<https://wiki.egi.eu/wiki/EGI_Operations_Surveys#Federation_of_NGI_services_and_central_coordination>

G. Borges: funding of operations will not be at the same level as today. We should work on this assumption.

T. Ferrari will circulate the EGI Council action plan for 2013 to the OMB.

# Centrally managed resource allocation

T. Ferrari/EGI.eu

EGI operations were tasked by the EGI Council in November to develop processes for application and allocation of resources to VOs from a NGI shared pool of resources. A task force will be constituted for this. NGIs, Resource Centres and VOs can contribute to the works in two ways:

* by helping with the definition of processes for application and allocation at an EGI level: several NGIs already have processes - at different levels of maturity - that are adopted at a national level. We are interested in collecting information about these, to develop similar consistent processes that are applicable at an international level. DEADLINE for expressions of interest is: **11-01-2013** Expressions of interest are submitted with a mail to: resource-allocation at mailman.egi.eu
* by contributing resources for the implementation of a distributed testbed. P. Solagna: the minimum requirements for the participation to the testbed should be specified. T. Ferrari: these will be defined in the call for participation. DEADLINE for expressions of interest is: **22-01-2013** Expressions of interest are submitted with a mail to: resource-allocation at mailman.egi.eu

The following wiki page provides more details about the objectives of this activity, the mandate of the task force and the milestones: <https://wiki.egi.eu/wiki/Resource_Allocation_Task_Force>

# Revision of GOCDB business logic: COD review and proposal

M. Radecki/Cyfronet – COD

COD presents the status of an ongoing revision of the GOCDB business logic, in particular to allow a mechanism to associate GOCDB sites and service endpoints to a target infrastructure, allowing usage of GOCDB to record service end-points belonging to different target infrastructure (managed through a unique GOCDB management structure). Scope is proposed to be inherited between sites and SEs: services can belong to a target infrastructure if the site also belongs to that target infrastructure.

When creating a target infrastructure a top-BDII for that target is needed. To determine this (which top-BDII should be populated? a site BDII dedicated to a target infrastructure needs to be defined, support of multiple site BDII would require extensions in the middleware and tools.

Purpose of the revision is also to facilitate testing of service end-points and services. For more information about the work in progress see:

<https://wiki.egi.eu/wiki/GOCDB/Release4/Development/conditionalCertificationStatusRules>

S. Burke: how do you find the right top-BDII? This requires big changes as a service cannot be associated to a given infrastructure. WN would need two BDIIs.

D. Meredith: by flagging that services belong to different infrastructures. Top-BDII: is bootstrapped from GOCDB.

# Status of migration of unsupported gLite 3.2 products

P. Solagna/EGI.eu

See slides

## Security dashboard

* 44 sites are still deploying unsupported gLite 3.2 middleware from tickets opened in October from the security dashboard.
* 26 sites that provided plans failed to upgrade by end of November
* 18 sites with late plans (after November) have now services in downtime
* 5 sites that are now unresponsive or failed to act on actions required

DPM WN and LFC now tracked on the operations dashboard

## gLite 3.2 dCache

Several sites in downtime or provided information on upgrade plans. One site is sill unresponsive.

## VOMS

Still 22 VOMS are to be upgraded. For 8 instances no information from sites was provided, and NGIs are requested to check their sites asking them to provide feedback.

## Glite 3.2 DPM. LFC and WN

Alarms are available in the operations dashboard. ROD teams were instructed to provide feedback to tickets. The upgrade timleline of these is end of Jan 2013.

Several sites are unresponsive with alarms in the sec dashboard and no downtime yet. NGI\_BY, NGI\_DE, NGI\_AP, ROC\_LA, NGI\_BG operations managers are requested to intervene (the service end-point downtime probably expired before the service was put in downtime). Sites must put a downtime for the affected services or of provide feedback. If not, they will be suspended by COD.

Next steps:

* GLUE 2 publication checked, alarms from tomorrow 19-12-2012
* Checks for ARC, implementation could be delayed (few unsupported pre-EMI ARC CE instances)
* EMI 1 probes: warnings from Jan 2012 (on midmon SAM instance), will turn into alarms in the operations dashboard from March 2013

# Central banning of users: operations implications

S. Gabriel/NIKHEF

Relays were observed in sites when running service challenges in banning users locally when site administrators are notified. Certificate revocation takes effect only after 24 hours. In case of a security incident involving a compromised/malicious user certificate it is needed to suspend the related DN on a short time scales. Central banning serves this purpose. The EGI-CSIRTs target time for suspending a reported user DN is 4 (office) hours, while in SSCs (2008 – 2012) showed that more than 20% of sites have problems meeting this target under optimal conditions.

Central Banning is needed for efficient security incident handling, this feature has been discussed for many months at WLCG GDB meetings (and the WLCG security TEG work).

Deployment of a site Argus server and Argus clients to EGI gLite sites where suitable is proposed. The services needs to be configured to include ban lists from a defined list of central Argus servers, NGI-level, EGI-level, WLCG. Alternate solutions should be allowed to facilitate easy download of the ban lists for deployment in other technologies.

For scalability issues if all mw services, a central banning server will not scale due to the number of clients. A hierarchical ARGUS infrastructure is needed (NGI level one). Services can talk to the NGI ARGUS server.

G. Borges: ARGUS is not deployed extensively. Various NGI representatives express concerns on the impact on the number of service instances to be deployed.

**ACTION (EGI CSIRT) To propose a document describing the proposed deployment architecture and the related implementation steps. The document should be available in the middle of Febraury to allow an OMB discussion in Feb**.

# UMD release calendar

P. Solagna/EGI.eu provides information on the next UMD updates.

* UMD 2.3.1 released on the 17th of December
* UMD 2.4.0 is scheduled on 18th of February with IGE products (security, rls, myproxy, security integration), EMI (MPI, ARC CE and clients, Infosys), and the most important updates of EMI to be released in Jan (WMSis not yet in UMD v.3.4.1, VOMS update with a patch for security vulnerability among other features, un upgrade of GFAL and lcg-utils).

Early Adopters are missing for gridsam, ogsadai, jglobus 🡪 we will take them off if there is no interest. These can be re-itnegrated at a later stage.

EMI 3 is expected on the 28th of Feb. Staged rollout will be focused on EMI 3 from beginning of March. The UMD release for EMI 3 will be available as soon as we have enough products passing staged rollout. Starting with EMI 3, UMD will follow a quarterly release schedule.

# AOB

* 15-01-2013: testing of adobe connect
* 22-01-2013: phone meeting (via adobe connect)
* 28 and 29 12-2013: Evolving EGI workshop
1. Member, Observer, in Attendance [↑](#footnote-ref-1)