**Operations Management Board (OMB)**

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| **Meeting:** | Operations Management Board |
| **Date and Time:** | 26 March 2013 |
| **Venue:** | Phone meeting – Adobe Connect |
| **Agenda:** | https://indico.egi.eu/indico/conferenceDisplay.py?confId=1234 |

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# Participants

|  |  |  |  |
| --- | --- | --- | --- |
| Name and Surname | Participated | Organisation | Membership[[1]](#footnote-1) |
| Emrah Akkoyun |  | TUBITAK, NGI\_TR | Deputy Member |
| Luis Alves | YES | CSC/NGI\_FI | Deputy Member |
| Jan Astalos | YES | UI SAV, NGI\_SK | Member |
| Marian Babik | YES | CERN | JRA1/SAM |
| Antun Balaz |  | IPB/NGI\_AEGIS | Member |
| Maite Barroso |  | CERN | Member |
| Goncalo Borges | YES | LIP/IberGrid | Member |
| Chun-Chen Chen | YES | TWGRID/Asia Pacific | Member |
| Jeremy Coles | Apologies | rl.ac.uk/NGI\_UK | Member |
| Hélène Cordier |  | CNRS/NGI\_FRANCE | Member |
| Claire Devereux |  | STFC/NGI\_UK | Member |
| Goncalo Borges |  | LIP/IberGrid | Member |
| David Bouvet |  | CNRS/NGI\_FRANCE | Deputy Member |
| Riccardo Brunetti | YES | INFN/NGI\_IT | Member |
| Stephen Burke | YES | EGI.eu | Information Officer |
| Linda Cornwall | YES | STFC | SVG Leader |
| Claire Devereux | Apologies | STFC/NGI\_UK |  |
| Miroslav Dobrucky |  | NGI\_SK | Deputy Member |
| Feyza Eryol |  | TUBITAK/NGI\_TR | Member |
| Tiziana Ferrari  | YES | EGI.eu | Chairman |
| Sven Gabriel | YES | NIKHEF | EGI CSIRT |
| Luciano Gaido  | Apologies | INFN/NGI\_IT | Member |
| John Gordon |  | STFC | TSA1.5  |
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| Nikola Grkic | YES | IPB/NGI\_RS | Deputy Member |
| Emir Imamagic | YES | SRCE/NGI\_HR | Member, TSA1.4 |
| Boro Jakimovski |  | NGI\_MK | member |
| Dave Kelsey |  | STFC | TSA1.2 Leader |
| Paschalis Korosoglou |  | AUTH | TSA1.8 Leader |
| Kostas Koumantaros  | YES | GRNET/NGI\_GREECE | Member |
| Malgorzata Krakowian | YES | EGI.eu | TSA1.3 int Leader |
| Alexander Kryukov |  | E-ARENA, ROC Russia | Member |
| Cyril L’Orphelin |  | CCIN2P3 | JRA1 |
| Gilles Mathieu | YES | IN2P3/NGI\_FRANCE | Deputy Member |
| Ludek Matyska |  | CESNET/NGI\_CZ | Member |
| David Meredith | YES | STFC | JRA1/GOCDB |
| Dimitri Nilsen | YES | KIT/NGI\_DE | Member |
| Mats Nylen |  | NGI\_SE | Member |
| Alison Packer |  | STFC | TSA1.5 |
| Alessandro Paolini |  | INFN/NGI\_IT | Member/TSA1.7 sw supp |
| Joao Pina  | YES | LIP | Member, TSA1.3 |
| Rob Quick |  | OSG Operations | Invited Participant |
| Di Qing | YES | TRIUMF/ROC\_Canada | Member |
| Marcin Radecki |  | CYFRONET/NGI\_PL | Member, TSA1.7 |
| Miroslav Ruda | YES | CESNET/NGI\_CZ | Member |
| Serge Salamanka |  | UIIP NASB/NGI\_BY | Member |
| Renato Santana |  | CBPF/Latin America | Member |
| Alvaro Simon |  | CESGA | VP MPI |
| Mihajlo Savic |  | Uni. B. Luka/NGI\_BA | Member |
| Vladimir Slavnic  |  | IPB/NGI\_AEGIS (Serbia) | Deputy Member |
| Peter Solagna | YES | EGI.eu | SA2 Activity Manager |
| Tadeusz Szymocha | YES | CYFRONET | TSA1.7 COD |
| Jura Tarus |  | CSC/NGI\_FI | Member |
| Onur Temizsoylu |  | TUBITAK/NGI\_TR | Deputy Member |
| Ulf Tigerstedt | YES | CSC/NGI\_NDGF | Member |
| Ron Trompert | Apologies | SURFsara/NGI\_NL | Member, TSA1.7 |
| Paolo Veronesi | YES | INFN/NGI\_IT | Member |
| Luuk Uljee  |  | SURFsara NGI\_NL | Deputy Member, TSA1.7 |
| Alessandro Usai | YES | SWITCH/NGI\_CH | Member |
| Anders Waananen |  | UCPH/Denmark | Member |

# ACTION REVIEWS

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| --- | --- | --- | --- |
|  | **Action Owner** | **Content** | **Status** |
|  |
|  |  |  |  |
| **Actions from the 26 March 2013 OMB meeting** |
| **29/01** | T. Ferrari | Discuss new GGUS workflows for the handling of stale tickets with the UCB | OPEN |
| **29/02** | G. Grein | Provide a text description of the GGUS workflows for the handling of stale tickets | OPEN |
| **29/03** | NGIs | To provide feedback about the two proposed GGUS workflows to handle 1. Tickets that do not get information from the submitter and 2. Tickets that do not get a response from the supporters | OPEN |
| **29/04** | NGIs | to provide feedback about the proposed resource application and allocation framework either on the OMB mailing list or during the EGI Community Forum during the session “Operational Services: Coordinated offering of a federated resource pool” (Wed 10/04, 11:00 am). | OPEN |
| **Actions from the 26 February 2013 OMB meeting** |
| **28/01** | NGIs | The APEL team provided a prototype of the APEL regional repository that is now ready for testing. NGIs who are interested in this service to be deployed nationally are invited to come forward and get in contact with the APEL team (via a GGUS ticket). | OPEN |
| **28/02** | D. Kelsey | Clarify if publishing of accounting is made mandatory by current EGI policies, and suggest any change or further action to address the local policy issues raised by sites/NGIs (<https://rt.egi.eu/rt/Ticket/Display.html?id=5036>) | OPEN |
| **28/03** | D. Kelsey | To request SPG to extend the personal data retention period currently set to 12 months, to 18 months in the policy (<https://rt.egi.eu/rt/Ticket/Display.html?id=5037>) 🡪 DONE | CLOSED |
| **28/04** | T. Ferrari | To collect feedback from the UCB about the proposed plan for the enforcement of the data retention policy. If the plan is accepted, all VO managers/users will be informed through a broadcast. 🡪 Mail sent to UCB for feedback, deadline 8 Fri 🡪 CLOSED | CLOSED |
| **28/05** | T. Ferrari | To contact NGIs hosting a NGI accounting DB to propose a plan for enforcement of the personal data retention policy at an NGI level | IN PROGRESS |
| **28/06** | T. Ferrari | To assess the need of GGUS support to security operations activities, the use cases and the requirements that may emerge from the assessment 🡪 Being discussed with CSIRT, an update is expected in May 2013 | IN PROGRESS |
| **28/07** | A. Packer, D. Kelsey | To check the status of current policies with reference to the use cases to be supported for publishing of accounting data from the APEL central database to other databases, and clarify the requirements/use cases (<https://rt.egi.eu/rt/Ticket/Display.html?id=5042>) 🡪 All policies are applicable to DBs that collect information from 2 or more Resource Centres, CLOSED | CLOSED |
| **28/08** | R. Trompert/COD | To consider the evolution of the ROD index to be a relative metric that reflects the number of sites. Pros/Cons? (<https://rt.egi.eu/rt/Ticket/Display.html?id=5043>) | OPEN |
| **28/10** | J. Pina | To circulate information about issues encountered during staged rollout in migrating from EMI 1 to 2 (<https://rt.egi.eu/rt/Ticket/Display.html?id=5047>) 🡪 CLOSED (<https://wiki.egi.eu/wiki/Upgrading_from_EMI-1_to_EMI-2>) | CLOSED |
| **28/11** | P. Solagna | To report on verification activities around ARGUS (<https://rt.egi.eu/rt/Ticket/Display.html?id=5049>) | OPEN |
| **28/12** | U. Tigerstedt | To report to EGI CSIRT (S. Gabriel) on issues faced by ARC-CE when used with ARGUS | OPEN |
| **28/13** | NGIs | To provide feedback on the central emergency user suspension implementation proposal by Friday 22 of March | OPEN |
| **28/14** | A. Simon | To get information from the SAM team about the maximum timeline by which the new MPI probe can be integrated into the next SAM release, replacing existing ones 🡪 Update at the March OMB | CLOSED |
| **28/15** | NGIs  | To review inter-NGI reports before they are validated for PQ11 (Nov-Dec 2012 and Jan 2013). Inter-NGI reports are available from the Accounting Portal at: <https://accounting.egi.eu/interngi_charts_country.php> (DEADLINE: 08 March) | CLOSED |
| **Actions from the 18 December 2012 OMB meeting** |
| **27.03** | COD | To organize nagios probe working group and participation of NGIs to sub-groups 🡪 see doodle <http://doodle.com/mzcruxd3nvnd32gh> 🡪 ARC evaluation in progress | IN PROGRESS |
| **27.04** | O. Keable | To get a list of user communities represented by the DPM project collaboration 🡪 O. Keable: “What our collaboration agreement now states, uncontroversially, is that its objective is the maintenance of the stack for the benefit of the communities represented by the collaboration” | CLOSED |
| **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 |
| **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. 🡪 waiting for the EMI 3 release of VOMS | ON HOLD |
| **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) 🡪 SHA-2 testing 🡪 Apr 2013. SHA-2 and RFC proxy compliance is now part of the UMD verification criteria. The output of verification tests is documented at: <https://wiki.egi.eu/wiki/Middleware_products_verified_for_the_support_of_SHA-2_proxies_and_certificates> | 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 🡪 April 2013. Private data retention is extended from 12 months to 18 months and the policy will be enforced as of July 2013 according to the March OMB decision | CLOSED |
| **Actions from the 26 March 2012 OMB meeting** |
| **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 |
| **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 |
| Note: Actions from previous meetings are closed. |

# Introduction

T. Ferrari/EGI.eu (see slides)

Participation of NGI operations managers is recommended to various EGI Community forum sessions (see slides). The Summer calendar of the OMB is proposed:

Tue 18 June (audio conf), Tue 23 July (audio conf), Tue 27 Aug (audio conf), Fri 20 Sep (TF2013) face to face meeting (tentative date). Please circulate comments in case of clashes.

An update on the status of the decommissioning of gLite and EMI 1 is provided. The decommissioning of all EMI 1 DPM instances and all EMI 2 DPM instances with version older than 1.8.6 is requested. Monitoring of these DPM instances together with the generation of ALARMS in the Operations Dashboard was enabled on the 23rd of March. The decommissioning of dCache is postponed as documented at: <https://wiki.egi.eu/wiki/Software_Retirement_Calendar>.

PL Grid requested the switching of SAM probes for QosCosGrid service monitoring to OPERATIONS. This request is approved and tests can be immediately changed (this change currently only affects NGI\_PL).

# Transition to EMI SAM/nagios probes

Tadeusz Szymocha (CYFRONET) provides a status update of the works of the nagios probe working group chaired by COD. The probes that are being evaluated are mainly provided either by EMI and other technology providers, or by the Nagios project distribution.

For ARC the list of metrics is not changed, but probes were reengineered and new probes were developed with clear mapping to the old ones. NGIs deploying ARC gave positive feedback. The new ARC probes address the concerns raised by NGI\_CH in previous OMB meetings.

Problems exist with the WN replication test probe, currently associated to the CREAM service type, for which an integration into SAM is currently not possible. The data management passive tests were removed (the commands needed to run the tests were removed and cannot be integrated back easily).

The probe is present in three profiles including ROC\_OPERATORS (including the tests which raise alarms into the operations dashboard) and ROC\_CRITICAL (including the tests that are taken into account for availability computation).

The WN data replication test is considered to be a worthwhile test, allowing for detecting misconfigurations of WN clients and/or of the job environment, however the tests should be decoupled from the CREAM service. The CERN data management team provided a fix but a change at the CREAM level is still pending. The proposal is to request the Data Management PT to change the logic in how the the external SE is determined (currently it is extracted by parsing a CREAM command line).

The next SAM release is expected by the end of April for testing. All issues need to be fixed by EMI.

**PROPOSAL: request the Data Management PT to change of logic of the data replication first, if this will not be fixed in time for the next SAM release, the test will be removed from the profile**.

The working group proposed the existing MPI metric (org.sam.WN-MPI) to be replaced by three news ones. Testing is still needed at SAM level. If the replacement is approved, during the transition results of metric **org.sam.WN-MPI** will have to be mapped to the new metric **eu.egi.mpi.SimpleJob** (different tests will need to be mapped to the same metric).

**DECISION. The OMB approves the replacement of the existing MPI metric org.sam.WN-MPI with three new metrics: eu.egi.mpi.EnvSanityCheck, eu.egi.mpi.SimpleJob and eu.egi.mpi.ComplexJob**. **The new metrics will NOT be OPERATIONS, this meaning that no alarms will be generated in the operations dashboard until the new metrics have been tested.**

# New GGUS workflows for handling unresponsive submitters and supporters

G. Grein/KIT presents on behalf of the GGUS Advisory Board two new workflows for the handling of 1. Tickets which do not get information from the submitter and 2. Tickets which do not get reply from the supporters. These two workflows are important to automate the handling of stale tickets. The existence of a workflow to handle the case of unresponsiveness by a product team is now becoming important in case of products to which support will be provided at a lower resource level.

In both cases no tickets will be automatically closed. Closing of tickets as unsolved will only occur after human supervision by the KIT team who is responsible of ticket monitoring in GGUS. A human intervention is necessary to guarantee that tickets are not mistakenly closed.

In the workflow which handles the unresponsiveness of the submitter, 25 working days will be allowed before the ticket is finally closed as unsolved. This will apply to tickets generated by an NGI ticketing system as well. Status values in other NGI helpdesks are different, but values will be mapped.

T. Ferrari. Does the policy conflict with the one adopted by SNOW at CERN?

G. Grein: SNOW has completely different internal workflow processes. The harmonization of the workflows is being discussed with the SNOW developers, but it seems difficult. The current plan is to NOT synchronize the closing of tickets in SNOW with GGUS (SNOW has a shorter timeframe (5 working days). Closing at CERN will not be propagated to GGUS.

Implication of the adoption of the two new workflows on NGI helpdesks will be investigated by the GGUS team.

The GGUS Advisory Board proposes that the new workflows will be adopted in the May release.

**ACTION (T. Ferrari): discuss the workflows with the representatives of the User Community Board**.

**ACTION (G. Grein): to document the two new workflows on wiki**.

T. Szymocha: when is SOLVED used: when a product is released by the PT or is made available for distribution in UMD?

T. Ferrari/P. Solagna: Some products may not be part of UMD, the UMD release is not controlled by PTs and some products may not pass validation/verification and not be included in UMD.

G. Borges: some bug trackers use the status "fixed" to handle situations like this, but the ticket remains open until the fix is really delivered to the end-user.

**OMD recommendation to the GGUS team: The ticket will be set to SOLVED when the fix will be released through the channels of choice of the PT, but it is desirable that information about the UMD release timeline of a fix is made available in the ticket for the user**.

**ACTION (NGIs): to provide comments about the proposed GGUS workflows for the handling of stale tickets by the April OMB**.

# Update on the EGI GLUE2 profile, deployment and validation

S. Burke/EGI.eu (see slides)

UNICORE and IGE are publishing in GLUE 2, but no documentation is available around UNICORE. Globus information will be available soon with release IGE 3.1.

DPM support of GLUE2 publication is incomplete right now (this is the source of error messages generated by the GLUE validator at the moment) - some error replicated many times at sites.

Top-BDII EMI 3 has performance improvements 🡪 it is an easy upgrade and upgrading is recommended to all NGIs.

A GSTAT3 prototype supporting GLUE 2 will be available in June 2013.

G. Borges: a knowledge base to document issues with GLUE2 publication should be created. T. Ferrari: we have a GLUE2 discussion forum, we can use this support channel.

# Central user emergency suspension: next steps

S. Gabriel (FOM) provides an overview of the discussion about the implementation strategy of the central emergency suspension of users. A number of open issues have been identified and will be tackled at a policy and implementation level. The next steps are:

* The approval of the policy (as extension to the security service operation policy)
* Evaluate a procedure (to be discussed at the April OMB meeting) to handle compromised certificates which will document (some) of the use cases to which emergency central user suspension will be applicable.
* Discuss/refine the enforcement plan.

# Monitoring of UserDN publishing in accounting records

M. Krakowain/EGI.eu presents an operational plan to regularly monitor the process of user DN publishing in accounting records for Resource Centres accepting the central publishing of this information (Resource Centres that for local policy issues are not willing to publish this information will be excluded from monitoring). The list of sites not publishing user DNs will be provided by the Accounting Portal and checked by a nagios probe run by a central Nagios instance (the midmon server).

**DECISION. The OMB approves the running of a probe for the monitoring of the publishing of User DNs in accounting records. The test will be kept under monitoring for a month starting on the 01st of April, after which if everything goes well, it will be switched to OPERATIONS. Ok to deploy on 01 April, and observe for 1 month.**

# Site configuration tools: survey of results

P. Solagna/EGI.eu reports on the feedback collected from a survey about the tools being used for software configuration at sites. The survey was run in preparation to the end of support of yaim core after EMI. The end of support is not expected to be disruptive as according to the EMI release manager few changes were introduced to yaim core during EMI.

Most of the community effort is concentrated around puppet with grid modules still based on yaim. One site developing modules yaim-free. The community expertise is growing around PUPPET and a WG at HEPIX was recently kicked off.

A cooperation will be established with HEPIX.

**DECISION. EGI operations will facilitate the collaboration between site managers to foster the reuse of PUPPET modules already available, and to accelerate the transition to yaim free modules to build a new practice for configuration of local services. Focus will not be limited to PUPPET. Working groups/discussion fora will be established around different configuration tools according to the interest of the community**.

K. Koumantaros (GRNET): NGI\_GRNET created a number of templates for Grid services which is freely available at <https://github.com/auth-scc/grid-services-deployment>

# Resource application and allocation: proposed framework and process

M. Krakowian/EGI.eu reports on the framework for resource application and allocation that is proposed for approval by the Resource Allocation task force. The proposed framework is flexible enough to address various requirements that emerged in the task force and during the Evolving EGI workshop in January. The framework allows the participation to the implementation of a static resource pool as well as the contribution of resource on-demand, and allows the offer of resources with or without peer review of demand according to the local policies of the Resource Provider. In addition, the proposed framework is applicable both to the case of a NGI which plays the role of broker at a national level as well as to the case of a NGI were Resource Centres are directly responsible of deciding if they want to be a Resource Provider or not for a given user community. In addition, the framework supports different qualities of services (i.e. different mechanisms/priorities in accessing the resources made available).

**ACTION (NGIs): to provide feedback about the proposed resource application and allocation framework either on the OMB mailing list or during the EGI Community Forum during the session “Operational Services: Coordinated offering of a federated resource pool” (Wed 10/04, 11:00 am)**.

# AOB

* Next meeting: 12 April 2013 at the EGI Community Forum. Remote attendance will be supported via Adobe Connect.
1. Member, Observer, in Attendance [↑](#footnote-ref-1)