**Operations Management Board (OMB)**

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| **Meeting:** | Operations Management Board |
| **Date and Time:** | 16 July 2013 |
| **Venue:** | Adobe Connect |
| **Agenda:** | https://indico.egi.eu/indico/conferenceDisplay.py?confId=1392 |

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# Participants

|  |  |  |  |
| --- | --- | --- | --- |
| Name and Surname | Participated | Organisation | Membership[[1]](#footnote-1) |
| Maria Alandes Pradillo | YES | BDII Product Team leader, CERN | Invited Participant |
| Emrah Akkoyun |  | TUBITAK, NGI\_TR | Deputy Member |
| Luis Alves | YES | CSC/NGI\_FI | Deputy Member |
| Jan Astalos |  | UI SAV, NGI\_SK | Member |
| Marian Babik |  | CERN | JRA1/SAM |
| Antun Balaz |  | IPB/NGI\_AEGIS | Member |
| Maite Barroso |  | CERN | Member |
| Goncalo Borges | YES | LIP/IberGrid | Member |
| David Bouvet |  | CNRS/NGI\_FRANCE | Deputy Member |
| Stephen Burke |  | EGI.eu | Information Officer |
| Daniele Cesini |  | INFN/NGI\_IT | Deputy Member |
| Keith Chadwick |  | Fermilab | OSG/Security |
| Chun-Chen Chen | YES | TWGRID/Asia Pacific | Member |
| Jeremy Coles | YES | rl.ac.uk/NGI\_UK | Member |
| Ian Collier |  | STFC | Invited Participant |
| Linda Cornwall | YES | STFC | SVG Leader |
| Hélène Cordier |  | CNRS/NGI\_FRANCE | Deputy Member |
| Claire Devereux |  | STFC/NGI\_UK | Deputy Member |
| Miroslav Dobrucky | YES | NGI\_SK | Deputy Member |
| Helmut Dres |  | KIT | SA1.6/helpdesk |
| Feyza Eryol | YES | TUBITAK/NGI\_TR | Member |
| Tiziana Ferrari | YES | EGI.eu | Chairman |
| Sven Gabriel | YES | NIKHEF | EGI CSIRT |
| Luciano Gaido |  | INFN/NGI\_IT | Member |
| John Gordon | YES | STFC | TSA1.5 |
| Guenter Grein |  | KIT | TSA1.6 Leader |
| Nikola Grkic | YES | IPB/NGI\_AEGIS | Deputy Member |
| David Groep |  | FOM | EUGridMPA |
| Nicolai Iliuha |  | RENAM/NGI\_MD | Deputy Member |
| Emir Imamagic | YES | SRCE/NGI\_HR | Member, TSA1.4 |
| Boro Jakimovski |  | NGI\_MK | Member |
| Christos Kanellopouls |  | GRNET | Mini Project Leader |
| Dave Kelsey | YES | STFC | TSA1.2 Leader |
| Paschalis Korosoglou |  | AUTH | TSA1.8 Leader |
| Kostas Koumantaros | YES | GRNET/NGI\_GREECE | Member |
| Daniel Kouril |  | CESNET | TSA1.2/monitoring |
| 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 | Member |
| Ludek Matyska |  | CESNET/NGI\_CZ | Member |
| David Meredith |  | STFC | JRA1/GOCDB |
| Dimitri Nilsen |  | KIT/NGI\_DE | Member |
| Mats Nylen | YES | NGI\_SE | Member |
| Dulav Oleg |  | KIT | TSA1.6/GGUS |
| Alison Packer |  | STFC | TSA1.5 |
| Alessandro Paolini |  | INFN/NGI\_IT | Member/TSA1.7 sw supp |
| Joao Pina | YES | LIP | Member, TSA1.3 |
| Ernst Pijper |  | SurfSARA/NGI\_NL | Deputy Member |
| Bozidar Proevski |  | NGI\_MK | Deputy Member |
| Rob Quick |  | OSG Operations | Invited Participant |
| Di Qing | YES | TRIUMF/ROC\_Canada | Member |
| Marcin Radecki | YES | 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 |
| Diego Scardaci |  | INFN | JRA1 Act Manager |
| Gianfranco Sciacca |  | SWITCH/NGI\_CH | Deputy Member |
| Alvaro Simon |  | CESGA | VP MPI |
| Mihajlo Savic |  | Uni. B. Luka/NGI\_BA | Member |
| Alessandra Scicchitano | YES | SWITCH/EduPERT coordinator | Invited Participant |
| Vladimir Slavnic |  | IPB/NGI\_AEGIS (Serbia) | Deputy Member |
| Peter Solagna | YES | EGI.eu | SA2 Activity Manager |
| Zdenek Sustr |  | CESNET/NGI\_CZ | TSA1.7 sw support |
| Magda Szopa |  | CYFRONET | TSA1.7/COD |
| Tadeusz Szymocha |  | CYFRONET | TSA1.7 COD |
| Jura Tarus |  | CSC/NGI\_FI | Member |
| Onur Temizsoylu |  | TUBITAK/NGI\_TR | Deputy Member |
| Ulf Tigerstedt |  | CSC/NGI\_NDGF | Member |
| Ron Trompert | YES | SURFsara/NGI\_NL | Member, TSA1.7 |
| Tomasz Szepieniec |  | CYFRONET | Mini Project Leader |
| 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 | YES | UCPH/Denmark | Member |
| Pavel Weber |  | KIT/NGI\_DE | Deputy Member |

# ACTION REVIEWS

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Action Owner** | | **Content** | | | | **Status** |
|  | | | | | | | |
| **Actions from the 16 July 2013 OMB meeting** | | | | | | | |
| **33/01** | | NGIs/SA1 task leaders | | To complete QR13 by 02 August | | OPEN | |
| **33/02** | | T. Ferrari | | To request CREAM-CE/VOMS/WMS SHA-2 tests to turn them into OPERATIONS and prepare a ticket template for RODs | | OPEN | |
| **33/03** | | NGIs | | To read the latest version of procedure “EGI CSIRT procedure for compromised certificates and central security emergency suspension” (https://documents.egi.eu/document/1018) and provide comments by 19-07-2013 | | OPEN | |
| **33/04** | | S. Gabriel | | To report on scalability tests of ARGUS replicating the expected load in a national deployment scenario (August OMB) | | OPEN | |
| **33/05** | | NGIs | | To report on results of interoperability results conducted locally in order to contribute information to <https://wiki.egi.eu/wiki/Middleware_argus_interoperability> by August 23 | | OPEN | |
| **33/06** | | L. Cornwall | | To identify a security policy to define VO security contact response time (4 h) | | OPEN | |
| **33/07** | | L. Cornwall | | To submit a requirement to the Operations Portal for modification of the VO ID Card | | OPEN | |
| **Actions from the 18 June 2013 OMB meeting** | | | | | | | |
| **32/01** | | T. Ferrari | | To update the OTAG Mailing list | | IN PROGRESS | |
| **32/03** | | T. Ferrari | | To request that test eu.egi.MPI-GOCDB-Check is switched to OPERATIONS 🡪 <https://ggus.eu/ws/ticket_info.php?ticket=95753> | | IN PROGRESS | |
| **32/06** | | NGIs | | To provide feedback about the proposed procedure Operational Procedure for Compromised Certificates and Central Security Emergency suspension | | IN PROGRESS | |
| **32/08** | | T. Szepieniec | | To circulate a draft of the resource allocation procedures. | | OPEN | |
| **Actions from the 28 May 2013 OMB meeting** | | | | | | | |
| **31/03** | | S. Gabriel/EGI CSIRT | | To finalize a deployment plan of ARGUS for ARGUS-based NGIs aiming to the enforcement of the central emergency user suspension procedure 🡪 Update at the July OMB | | IN PROGRESS | |
| **31/08** | | D. Scardaci | | To assess the impact of end of support of emi-nagios within JRA1 and discuss a mitigation plan | | IN PROGRESS | |
| **31/09** | | P. Solagna | | To provide a summary document which defines in which ways the end of support of Torque server config and Torque WN config affects operations of sites and propose mitigation actions where needed 🡪 Presentation at July OMB | | IN PROGRESS | |
| **Actions from the 12 April 2013 OMB meeting** | | | | | | | |
| **30/03** | | T. Ferrari | | To discuss the usage of long proxy certificates with the user communities with the UCB | | OPEN | |
| **30/05** | | T. Ferrari | | To discuss with the UCB the interest in a CVMFS service for application software installation | | IN PROGRESS | |
| **Actions from the 26 February 2013 OMB meeting** | | | | | | | |
| **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 | |
| **28/05** | | 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 🡪 JJune 2013: EGI CSIRT will provide a requirement document | IN PROGRESS | |
| **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 | |
| **Actions from the 18 December 2012 OMB meeting** | | | | | | | |
| **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 🡪 27-05-2013 discussion in progress with developers v🡪 18-07-2013 The upgrade will be performed during the summr. | | 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. 🡪 request submitted to the SAM Nagios working group (https://rt.egi.eu/guest/Ticket/Display.html?id=5622) | | 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 🡪 at the May OMB the running of NGI SAM tests as OPERATIONS test will be discussed. By running monitoring as OPERATIONS tests SAM performance issues will be detected. | | 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)

**ACTION (NGIs/Task leaders) To complete QR13 (May/July 2013) by 02 August.**

The process of re-bidding some of the EGI operations global tasks is in progress. The deadline for expressions of interest is the 19th of July.

The programme of the EGI Technical Forum 2013 is now close to finalization, it features many training sessions (security, network performance troubleshooting, GLUE 2 validation, APEL accounting regional infrastructure) and a number of other operations sessions and meetings. Attendance of NGI operations managers to the User Community Board is requested.

Results from the survey on the federation of NGI services are being gathered, and will be presented in the August OMB meeting.

VO ID Cards are being updated and completed; NGI support will be requested in case of unresponsive VO Managers. Inactive VOs will be requested to be decommissioned.

After the end of EMI and IGE, information about individual product release channels and support calendars will be made available at: <https://wiki.egi.eu/wiki/URT:UMD_products_ID_cards>. Announcements of new releases will be made available on a dedicated EGI discussion forum (<http://go.egi.eu/tp-announcements>). People can subscribe the forum to be notified by e-mail about new announcements and can use the forum to interact with the technology providers and gather more information about new releases.

A new release of GGUS was deployed in July. A new policy was implemented requesting that an ETA is specified for every software support ticket associated to a request for change or bug fix, regardless of the priority of the ticket. The ticket will be requested to have an ETA when in status “on hold”.

**DECISION. Procedure PROC17 about the decommissioning of obsolete service types is approved**.

Tests for monitoring of VO SAM services, NGI SAM services and EGI.eu central tools are now switched to OPERATIONS.

Test eu.egi.MPI-GOCDB-Check – implemented to identify sites that provide MPI capability with CREAM but without a corresponding service entry registry – was requested to be switched to OPERATIONS.

GRAM5 and UNICOREX test results are contributing to site availability/reliability statistics as of July 2013.

The policy for handling of private data in accounting Usage Records was enforced at the beginning of July. User DN information is now removed in usage records older than 18 months.

Enforcement of SHA-2 support in the infrastructure as of October 01: for the EMI distribution, the products that are SHA-2 compliant are those that were already released in EMI2. Exceptions are StoRM, VOMS, WMS. Many non-SHA-2 compliant instances of CREAM CE/StoRM/VOMS/WMS are currently in production and need to be upgraded. For both dCache and StoRM we have no software version that is SHA-2 compliant and is ready for production (the latest StoRM release in EMI 3 is not ready for production as a recent bug was discovered).

**DECISION**

**CREAM-CE, VOMS and WMS SHA-2 compliance tests will be rolled to production in July, this meaning that they will be turned into OPERATIONS raising alarms.**

**Decommissioning of EMI-1 services (these are not SHA-2 compliant) is almost complete to date. The list of SHA-2 compliant product versions is available at: https://wiki.egi.eu/wiki/SHA-2\_support\_middleware\_baseline**

**StoRM tests will continue to run on midmon Nagios (a central Nagios monitoring instance of EGI). These will keep returning WARNING when identifying a non-SHA-2 compliant version, and no alarms will be generated as, to date, the SHA-2 compliant version of this service seems to be affected by a bug (under investigation) that does not make it suitable to production.**

**Similarly, for dCache a probe will be developed and deployed only when a SHA-2 version will be available in UMD, this is expected to be released in UMD in mid-August.**

**Sites administrators receiving alarms will be \*recommended\* to update the service by the end of September. EGI highly recommends the decommissioning of non SHA-2 compliant software by 01 October, but is not mandatory at this stage, this meaning that sites still hosting SHA-1 services at the end of September will not be requested to retire their non SHA-2 compliant services.**

**This decision will be revised at the end of August after assessing the progress of the infrastructure in upgrading non-SHA-2 compliant services during the months of July and August.**

# Collaboration with eduPERT

A. Scicchitano/SWITCH, EduPERT coordinator

EduPERT is a GEANT task and an open community with participation from the NRENs providing support to end-to-end network performance issues. Participation to EduPERT is open to anyone who has expertise and interest in performance, also end-users. The focus of the support is the end-host and the application layer running on it rather than the network backbone. The objective of EduPERT is to increase expertise about network performance tuning and troubleshooting. EduPERT is an umbrella of PERT teams (Perfromance Enhancement and Response Teams) that are active at a national level. EduPERT also provides support to NREN network operations centres. but not only helpking users to find out and diagnose performance issues they have. EduPERT maintains a knowledge base which has been there for very long, any can contribute.

Performance U is the annual school for the community. The objective is to train other network performance experts. On the other hand, the summer workshop is for other communities to be reached.

EGI and EduPERT will strengthen their collaboration in the framework of a MoU signed between EGI and DANTE. In the next future EduPERT will look after the EGI infrastructure troubleshooting the performance issues and to have training at fora. This includes how to use network measurement tools and how to use PerfSONAR (which is a collection of measurement tools).

NGIs are all requested to advertise this training sessions at TF13 (https://indico.egi.eu/indico/sessionDisplay.py?sessionId=43&confId=1417#20130918).

# UMD release update

P. Solagna/EGI.eu

dCache 2.6.5 will be available in UMD 3 in mid-August, the release is expected on the 16th of July. dCache 2.2.2 is not thoroughly tested yet, while 2.6.5 is the new golden release.

The security support of 1.9.12 is now extended until the end of September 2013 (https://wiki.egi.eu/wiki/Software\_Retirement\_Calendar).

No probes and alarms will be put in place for dCache SHA-2 compliance testing until replacement software will be available in UMD.

The security support of StoRM 1.8.3 (EMI 1) ended on July 15. Few StoRM EMI-1 instances are still left to be upgraded. The recent version released in UMD 3 (v. 1.11.1) recently reported an issue (overload of server because of too many parallel threads), the technology provider is currently evaluating the problem. If this is confirmed and no quick fix is possible, an extension of security support will be requested.

The next UMD release schedule will be driven by the StoRM and dCache release calendars. After the August release, the next UMD release will be likely in October.

Several technology providers are currently primarily releasing in EPEL (the EMI release comes after a few weeks after a product is release in EPEL-stable). The merge of the EPEL testing process and EGI staged rollout for products released in EPEL is being investigated. Technology providers are interested in waiting for the output of the staged rollout activity before releasing to EPEL-stable.

UMD repositories are still needed for more control on the releases and for protection from other EPEL upgrades, and in addition, for meta=packages or additional packages which are not in EPEL.

# Future of Torque server support

P. Solagna/EGI.eu

Sites currently install Torque from EPEL, but the package will be orphaned, even if the Torque packages are still reported to be supported. Nevertheless, even if orphaned Torque will stay in EPEL 6 but will not be branched for EPEL 7. The non-availability of Torque in EPEL 7 will not be a problem in the coming year.

The current version (2.5.7) is likely to be the last one. Adaptive Computing is on 2.5.12, but other major releases are already available.

MAUI rpms are not in EPEL, they are still provided by S. Traylen but in the EMI third party repository. For MAUI the last update is dated 2011 (Adaptive Computing update), no recent updates were issued in the past.

Torque server config provides the dependencies with torque and maui rpms and the configuration modules (glite-yaim-torque-server, glite-yaim-torque-utils), and the information system parts.

INFN will not support all the components of Torque-server-config in the future, however, glite-yaim-torque-utils is supported as part of the CREAM-TORQUE module; the information system part will still be supported in the coming releases.

If a site admin deploys Torque on a cream host, no configuration workflow needs to be changed even when removing support of torque-server-config, as CREAM is configuring pool accounts and the information system bids.

For a stand-alone installation, this can be a problem, however updates occur seldom. We had no updates since EMI-2 and these were just needed to add dependencies on new MAUI (which however is not likely to have updates in the near future).

Torque-server-config will continue to be available in UMD3.Torque clients are in the same situation.

L. Cornwall reports that a vulnerability of MAUI was reported and once fixes will be available, these will have to be made available through EPEL.

# FOR APPROVAL. EGI CSIRT procedure for compromised certificates and central security emergency suspension

L. Cornwall/STFC

A new version of the procedure was released recently to address (minor) comments by A. Usai and G. Borges. A better explanation of the difference between certificate revocation (a responsibility of the CA) and emergency suspension is now provided. A. Usai: the procedure does not need to cover extensively the aspects of certificate revocation as this is a responsibility of an external entity.

**ACTION (NGIs): To check the latest version which was distributed and to provide comments by Friday 19-07-2013**.

# ARGUS deployment scenario for central emergency user suspension

S. Gabriel/FOM presents presents a list of actions needed to start the deployment of ARGUS at a national level. The system architecture requires the availability of a central ARGUS instance (already in production) and a serious of peripheral ARGUS installation at an NGI level to reduce the load on the central server. Small NGIs could be served by a catch-all ARGUS service, and similarly NGIs can federate their ARGUS service to serve multiple NGIs (but this will preclude the possibility of having NGI-specific policies).

Resource Centres will not be allowed to fetch policies directly from the central instance for scalability reasons, this will be enforced by fetching the white list of allowed servers for example from GOCDB (but this would require storing the server DN in GOCDB). In case of VO-specific services interested in fetching policies, these will be allowed to connect to the central ARGUS server.

EGI CSIRT will be responsible of testing that suspension information correctly propagates to NGI and RC ARGUS instances.

ARGUS servers will need to be behind a firewall for security reasons, and a list of trusted NGI ARGUS services will be populated to avoid situations where misconfigured sites talk to the central instance impacting the service availability.

Larger sites may want to have their local ARGUS service to control local policies, while for smaller sites it is normally ok to use the policies provided by the NGI.

No information is currently available about the scalability of ARGUS, this is needed to estimate the load at a NGI level.

**ACTION (S. Gabriel) To report on scalability tests of ARGUS replicating the expected load in a national deployment scenario (August OMB)**.

P. Solagna: verification of interoperability between ARGUS and other services is performed in SA2 verification and is not done for every update, just for major ones. See the following page for the information currently available: <https://wiki.egi.eu/wiki/Middleware_argus_interoperability>

A. Usai: myproxy server should to be added to the list.

J. Pina: WMS is known to be affected by a problem with ARGUS, the fix is scheduled on the 20th of July for SL6.

**ACTION (NGIs): To report on results of interoperability results conducted locally in order to contribute information to** [**https://wiki.egi.eu/wiki/Middleware\_argus\_interoperability**](https://wiki.egi.eu/wiki/Middleware_argus_interoperability)

# GLUE Validator

M. Alandes/CERN reports on the status of the GLUE validator tool. GLUE Validator is a command line tool that checks the information in BDII against GLUE 1 and GLUE 2 and recently included validation of information according to the EGI GLUE profile. A guide is available that explains the internal functionality. A phyton script checks the values, the mandatory attributes, the correctness of the ranges etc. The script is available from a number of repositories: EPEL, EMI and UMD.

GLUE validator also already available as running script on midmon.

GLUE validator is currently being tuned and verified in case of information publication bugs of the deployed middleware. Internal monthly reports are generated to support this validation work.

Information provider validation was already a mandatory quality verification requirement for EMI 3 services. Still errors exist and are tracked on wiki, discussions are ongoing concerning storage capacity publishing. This activity will be finalized in the summer 🡪 some tests may be have to be removed centrally if there’s a known middleware bug.

GLUE validator can be put in production with improvements and alarms will be generated in the operations dashboard when the validator will be ready.

The production phase of the validator is expected in October/November. Training will be provided at the EGI Technical Forum 2013.

# Requirements for VO security contacts list

L. Cornwall/STFC

Availability of VO security contacts is needed to support EGI CSIRT and EGI SVG, as already done for sites.

VO have an increasing security responsibility being directly responsible of operating services, and in a cloud scenario, as providers of VMs. Two types of information are needed.

Security contact for each VO:

* A generic e-mail (e.g. VO Manager), a VO security contact should respond in 4 h
* Information available from the web interface of the Operations Portal (VO ID Card)

Security contacts list (like the site security contacts)

ACTION (L. Cornwall) To identify a security policy to define VO security contact response time (4 h)

ACTION (L. Cornwall) To submit a requirement to the Operations Portal for modification of the VO ID Card.

EGI.eu will be responsible of collecting missing required information in the VO ID Card.

# AOB

Next meeting: 16th of July 2013.

1. Member, Observer, in Attendance [↑](#footnote-ref-1)