



# **EGI-InSPIRE**

## **SA1 ACTIVITY ROADMAP - 2011**

### **EGI-InSPIRE Technical Document**

**2011-01-20 V0.1**

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# 1 TASKS ROADMAP FOR 2011

Annotations:

PQ: Project Quarter

## 1.1 SA1.2 Security

### 1.1.1 Overview

#### EGI CSIRT Plan

	Activity	Delivered
	Security Incidents Handling manual update	PQ6
	CSIRT Operational security procedure	4 <sup>rd</sup> Q
	Ticketing system for security incidents coordination	PQ4
	Security Dashboard first release	8 <sup>th</sup> Q
	Security training at next Technical Forum	PQ7

#### EGI SVG Plan

	Activity	Delivered
	Vulnerability Handling process update	PQ6
	Vulnerability Assessment for Grid Middleware	PQ4

### 1.1.2 Description

#### 1.1.2.1 EGI CSIRT Plan

EGI CSIRT incident response sub-task will continue to coordinate and handle security incident reported to EGI CSIRT. It is now agreed that EGI CSIRT and EGI SVG take joint effort to assess security vulnerabilities and other operational security risks:

- If needed, to produce an **updated security incident handling process as part of MS412 (PM15) Operational Security Procedures by August 2011;**
- Continue to **develop and improve CSIRT operational security procedure:**
  1. to complete the **critical operational security handling procedure by 31st January 2011;**
  2. to complete the **EGI CSIRT/SVG internal detailed procedure for handling critical software vulnerabilities by 31st March 2011;**
- Improvement EGI sites' security patch management through
  - Security **dashboard** (see below for more detail)
  - Security **metrics**, this will allow management to have a high level view on site security posture. CSIRT is collecting input on this. Note: We do not anticipate this



work will complete by end of 2011; but some of the work will be used in the security dashboard development.

- **Local deployment of Pakiti** at sites, where possible
- **A ticket system (RTIR) for security incident coordination** is being setup by CSIRT; it will be used by CSIRT to coordinate security incident across EGI infrastructure; it will be ready for EGI CSIRT by **30th April 2011 [CLARIFY]**

### **Security drill sub-task - design and set-up of realistic simulations of computer security incident scenarios – security service challenge (SSC)**

- **Some improvement of the security challenge framework by 7th April 2011.**
  - Up to **5 NGIs** will participate the first phrase of NGIs SSC4 run.
  - By **30th June 2011** development of SSC framework will complete, which will allow us **to scale up the challenge so that more NGIs can participate;**
- **cross-NGIs security challenge to check and/or improve the overall coordination capability of EGI CSIRT.** The challenge will simulate a security incident affecting many sites at once; This will complete by **30th June 2011;**
- **Integrate other experiment job-submission frameworks** such as CMS will be studied, but it will not be completed by end of 2011 **[CLARIFY]**

### **Security monitoring sub-task will continue to develop and enhance CSIRT security monitoring framework such as Nagios and Pakiti 8.**

- **Security Dashboard Development:** CSIRT is currently working with OTAG and operation dashboard developers to implement and **integrate a Security Dashboard into the operation dashboard;** the security dashboard will allow **sites, NGIs and CSIRTs** to access security alerts in a controlled manner
  - Complete requirement analysis by **28th Feb. 2011**
  - The first prototype will be ready for testing by EGI CSIRT by **30th June 2011**
  - The first release will be available by **31st Dec. 2011;**
  - The improvements and feature enhancement of Nagios and Pakiti will continue, which include adding a statistic function; improving the user interface; adding automatic alerting and to visualize security monitoring data etc. Some of the work will be used by the security dashboard, other will be used by the security metrics.

### **Security training**

Security training and dissemination sub-task plans to organize a **security training event at next EGI technical forum** sometime

### **Cloud and virtualization**

EGI CSIRT will also carry out some background research work in the area of security in the **cloud/virtualization environment and IPV6 security.**

#### **1.1.2.2 EGI SVG Plan**

EGI software vulnerability group will continue handling vulnerabilities reported to the EGI SVG

group. It will ensure issues reported to the group are investigated and assessed in a timely manner:

- Produce an **updated vulnerability handling process** as part of MS412 PM15 operational Security Procedures by **August 2011**;
- **Collaborate with Members of the University of Wisconsin and Universitat Autònoma de Barcelona Middleware Security and Testing Group** to produce a plan for Vulnerability Assessment of Grid Middleware used in the EGI infrastructure. It is a cross-project activity. What EGI SVG is doing is helping with the plan to ensure that prioritization is carried out appropriately, and of course ensuring that vulnerabilities found are handled according to our process.
  - A meeting is planned on **27th January 2011**;
  - An assessment plan is currently being written, and this should define which software is to be assessed and when they will be done. It is anticipated to complete the plan by **30th April 2011**;
- Improve smooth running and efficiency of the issue handling process, including **automation of some aspects of the issue handling using the EGI RT tracker**; outcome of this activities will also be input for MS412.
- Collaborate on Vulnerability prevention, including **advising on checking for common vulnerability types in the certification process**, developer education, and the usage of safe libraries for carrying out common actions;

## 1.2 SA1.3

### 1.2.1 Overview

#### *SW rollout*

Activity	Delivered
SW rollout technical implementation in place for EMI 1.0	PQ4
EAs for all sw components deployed in EGI	PQ5
Webpage with full information about: schedules, releases , procedures	PQ4
Involvement of TSA1.2	PQ6
Verify SW rollout phases with TSA1.7 and DMSU	PQ4

#### *Operational Interoperations*

Activity	Delivered
COD/ROD operations procedure applied to ARC sites.	PQ6
Full ARC integration	PQ7
Full UNICORE integration	PQ7
Full Globus integration	PQ7

## 1.2.2 Description

### 1.2.2.1 Staged Rollout

#### Technical implementation for the Software Rollout ready for the EMI 1.0 release in April.

- Work is in progress to implement the **required changes and additions in the EGI RT request tracker**, the RT **interface with GGUS** and with the EGI software repositories.
- **Trial tests** should be performed in the next few weeks with a close collaboration between EGI SA2, selected Technology Providers and Early Adopter sites.

#### Group of Early Adopters for all EGI deployed components.

- The aim is to have **at least two** EA teams per component:
  - To have redundancy in the tested component;
  - To have at least one of the teams available to perform the test;
  - To increase the level of heterogeneity of the test.
- Provision of an **“Early Adopters” portal**, with possible interface to EGI SSO:
  - The main aim is to manage EA teams.
  - Can also contain information about the metrics per team and per NGI.

#### Web documentation providing information about:

- **Schedules of near future releases**, what they should contain, what bugs and issues are fixed or about new features. This should be linked or fetched from the Technology Providers. Should provide only a general overview.
- **Information about components and status** in the process - verification (TSA2.3) or Staged Rollout (TSA1.3).
- Information about production releases, including the **access to the Verification and SW Rollout reports**.
- To have in place the procedures and schedules information about the **“End of support”** from the EGI Operations and from the Technical Providers, of components and versions of the SW.
- **To update the EGEE procedure** for retirement of unsupported software components.

#### Involvement of TSA1.7 and DMSU in both the Verification and SW rollout phases.

- It is perceived as way important the support that EA teams may get from Operations when they are doing the SW rollout tests, such that ROD teams and the operational tools are “aware” of sites doing SW rollout of any given component or service:
- Bridge to the Technology Providers. It's not uncommon that some problems that arise in these phases may be easily solved with clarification form the Technology Providers such as to improve release notes or deployment scenarios.

#### Involvement of TSA1.2:

- Vulnerabilities in the Middleware distributed in the UMD. Ensure that a version of the software where the vulnerability is absent is available in the UMD for installation across EGI in time for the Target Date set by SVG, and that the release notes refer to the advisory provided by the SVG. **[DISCUSS]**
- Support in the SW rollout phase to **test the fixes of security vulnerabilities**. **[DISCUSS]**

### 1.2.2.2 Interoperation

The **integration of different resources and middleware stacks into the operational tools will proceed during this year:**

- Operational requirements will continue to be collected from NGIs.
- Surveys will be conducted (every quarter) to **gather information about NGI plans of integrating novel resource types** and the related use cases (with a particular focus on desktop grids – EDGI).
  - Survey of status of the art of integration of new storage resources **[?DISCUSS]**, virtualized computing clusters (as a need for cloud services) and MPI
- Input from infrastructure providers planning to **operate different middleware stacks** will be gathered (every quarter).
  - The current collected requirements like for accounting and monitoring need to be integrated into the common operational tool development roadmap. It is an iterative process to check if those requirements were sufficient and redefine them if needed.
- **Further requirements for the extension of the operational interfaces** currently deployed in EGI for monitoring, accounting, communication, management and support are also expected to come from our collaborations and integration with other distributed computing infrastructures and will be discussed within OTAG.
- **The integration of different resources and middleware stacks into the operational tools will proceed during this year:**

#### COD/ROD operations procedure applied to ARC sites

- The procedure to include ARC tests in the set of Operations test has to be officially released **[?DISCUSS]** and then followed through in spring.
- **Old ARC tests have to be replaced with the new ones included for availability and reliability calculation**. This requires also communication with GridView and WLCG. A half a year from now is a realistic timescale for a stable run of the probes with GridView and them being able to be used within the Operations Portal.

#### Background information about ARC integration

- Monitoring, ARC Nagios probes have been released in Update-07 (30 Nov 2010) with additional steps needed:  
<https://tomtools.cern.ch/confluence/display/SAM/SAM+setup+for+ARC+services>.
- NGL\_NDGF has deployed NGL SAM/Nagios instance with ARC probes ([https://mon-ngi.ndgf.org/nagios/cgi-bin/status.cgi?servicegroup=SERVICE\\_ArcCE&style=detail](https://mon-ngi.ndgf.org/nagios/cgi-bin/status.cgi?servicegroup=SERVICE_ArcCE&style=detail)) to test the new probes.
- No issues are expected for other sites running ARC and not part of NGL\_NDGF in following a similar path. E.g. NGL\_SI plans to start deployment of ARC probes this month.

- What remains to be done is to broadcast all ARC sites about the need to authorize ops VO on their resources and to document the now existing and running probes.
- Further NGIs which are hosting ARC sites like Slovakia, Swiss, Slovenia, Ukraine will be contacted on their timeframes to integrate the new ARC probes in their regional Nagioses and to see how much support they will need in this task.
- Accounting:
  - Already being performed through SGAS (within NGI\_NDGF) publishing the accounting records into Active MQ.
  - APEL will produce an interface to insert aggregated data to simplify the process. The UR schema behind has been submitted as a draft to OGF for consideration of an aggregate common UR 2.0 standard.
  - Currently a survey is in preparation to a list of NGIs besides NGI\_NDGF (e.g. Slovakia, Swiss, Slovenia, Ukraine) which are hosting ARC sites about their plans to publish the accounting records.
  - The survey is planned to be finished within one month which will again allow for a more detailed time schedule for the rest of the integration. In total, we expect the integration of ARC to be fully completed within the running year 2011.

### Full UNICORE integration

- The **integration within GOCDB** is not complete yet. New features are needed and feature requests haven't passed OTAG yet and will only be discussed at the OTAG meeting at the end of this month. This is considered a show-stopper.
- **Improve communication through a set of dedicated meetings.** Problem: different main players give different answers and views about the integration of UNICORE resources, this turns the communication harder, and hampers the progress or any plans we may have presently.
- Concerning **accounting** and monitoring NGI\_PL has a locally working accounting publishing solution and promised to provide the first Nagios probe packages until the end of February. The corresponding services will of course be have to integrated into the GOCDB first.
- **With the current prevailing issues we don't foresee UNICORE to be fully integrated within the current year. [DISCUSS]**

### Full Globus integration

- A **survey** will be conducted in collaboration with the IGE project to understand which Globus resource providers are willing to become part of existing National Grid Infrastructures, and the related timeline for their integration. Various NGIs with short-term integration requirements will be identified and dedicated meetings will be organized. The first IGE Globus release is planned for the end of March 2011.
- **GOCDB:**
  - More Globus services will be included in the list of services of the GOCDB. No issues are foreseen in this point.
- **APEL:**
  - Already have a RUS input interface in their longer-term planning and a GRAM RUS client already exists.



- UK is discussing long-term support of this with IGE. This combination would provide an alternative route for Globus sites to publish to the EGI central repository. Details can be found SA1.5 accounting plans roadmap.
- **Nagios/SAM:**
  - Discussions are ongoing with IGE for the Globus middleware stack in order to design and implement Nagios probes. Last status from IGE is that the probes are ready and need to be packaged and brought into the EGI repository.
- **Operations Portal:**
  - Active monitoring and opening tickets to sites running Globus is similar with the case of ARC. Follow closely the integration of Nagios probes for the provided services. There will always be a period of at least one month of testing before any probe is made critical.
- No issues or problems are foreseen with the integration of Globus resources into the infrastructure and it is deemed likely that Globus can be fully integrated within this year.

## 1.3 SA1.4 Operational Tools Deployment

### 1.3.1 Overview

Activity	Delivered
Migration from gridops.org domain to egi.eu domain	PQ4
Definition of operations procedures relevant for operations tools	PQ4
Monitoring of operations tools	PQ4
Security implementation in messaging system	PQ5
Mechanisms for automating maintenance of ActiveMQ brokers	PQ5
CIC portal decommissioning	PQ5
Central MyEGI portal deployment	PQ4
High Availability implementation for Operational Tools	2011
Groups implementation for OPS VO	PQ4

### 1.3.2 Description

#### Migration from gridops.org domain of EGI central tools to egi.eu domain.

Majority of addresses have already been migrated and dynamic DNS load balancing has been put in place. The remaining ones require changes in other operations tools (e.g. GOCDB PI address). This activity will be finalized by the end of March 2011.

#### Definition of operations procedures relevant for operations tools.

The following are currently being defined:

- announcing **central operations tools unavailability** (<https://rt.egi.eu/rt/Ticket/Display.html?id=537>), adding new tests to SAM instances





- **adding new tests for site's availability and reliability calculations.** This activity will be finalized by April 2011.

### Monitoring of operations tools will be further developed

The specific Nagios instance for monitoring operations tools is deployed at CERN: <https://ops-monitor.cern.ch/nagios/>. Currently three tools are monitored: **SAM/Nagios instances, ActiveMQ brokers and subset of functionalities of GOCDB programmatic interface (PI)**. Development of probes for other tools already started. Development can be followed through EGI RT ticket: <https://rt.egi.eu/rt/Ticket/Display.html?id=79>. In the first quarter of 2011 we expect to have probes for remaining operations tools. The deadline depends on JRA1 plans of individual tools.

### Operations tools availability should be calculated and monthly league tables should be provided.

This functionality needs to be developed within availability calculation framework (GridView/ACE). Discussion with the team will start in first quarter of 2011. Actual implementation will depend on the ACE team roadmap and outcome of the discussion.

### Operations tools need to be implemented in high available manner.

Current status and plans for individual tools are:

- Operations portal achieves high availability by using HA components: web and MySQL cluster. In addition backup of configurations is kept in SVN repository.
- **GGUS** uses Oracle database cluster and further improvements in failover are planned in 2011 (see SA1.5 plans).
- **GOCDB** plans to reestablish failover instance at Fraunhofer institute in Germany in first half of 2011. Failover is performed manually by using dynamic DNS updates.
- **SAM team will provide release with support for deploying failover instance in the first quarter of 2011.** This feature will enable NGIs to deploy additional "hot standby" SAM/Nagios instance which can take over monitoring in case of failure of primary instance. Failover will require manual steps by administrators.

Once HA solutions are installed proactive testing will be performed (e.g. shutting down the primary instance) in coordination with global service providers.

### Authorization implementation for the ActiveMQ network

Various security mechanism schemes will be investigated and implemented in order to assure **secure and reliable transport of data over messaging infrastructure**. In addition access to administrative interfaces of ActiveMQ brokers will be further limited to administrative staff and others will be provided with read only access. This work will be done in coordination with EMI messaging team. First implementations are expected in first half of 2011.

### Automatic ActiveMQ brokers configuration

Installation and configuration of brokers in the current ActiveMQ network requires manual tuning. Mechanisms for automating maintenance will be deployed in first half of 2011.



### CIC Portal decommissioning

The old CIC portal (cic.egi.eu) will be decommissioned between **April and June 2011**. The main remaining functionalities which need to be migrated to Operations Portal are **broadcast and VO ID cards**.

The development of Integrated Operations Portal will start after decommission of the old CIC portal and finalization of Operations Portal. Releases of Integrated Operations Portal will be deployed according to the development and release plans.

### Central MyEGI deployment

Central MyEGI instance which provides access to data from all NGIs will be deployed at CERN. In addition SAM team will provide specific version of SAM which will enable easy installation of such central MyEGI instance. This activity will be finalized by February 2011.

### Regionalization of OPS VO

Monitoring of sites is performed by using OPS virtual organization. At the end of 2010 it was agreed that CERN will continue running the VOMRS service and that the management of VO will be transferred to EGI. Scheme with group and manager per NGI, equivalent to dteam VO, will be implemented. This activity will be finalized by March 2011.

## 1.4 SA1.5 Accounting

Task leader: *John Gordon*

### 1.4.1 Overview

SA1.5 Milestones:

Activity	Delivering
Complete migration from R-GMA to ActiveMQ	PQ3
New Central Infrastructure in production	PQ4
Central Server ready to receive new format input	PQ4
New APEL publisher (stomp-based) released	PQ4
Regional accounting server packaged and released to NGIs	PQ5
Regional deployment and migration	PQ5 onward

EMI milestones relevant for SA1.5

Design new DB schema and Message Format for jobs and summary (JRA1 EMI)	PQ3
Pre-production version of summary infrastructure (JRA1)	PQ4
Summary Infrastructure deployed at RAL (JRA1)	PQ4



## 1.4.2 Description

### Complete migration from R-GMA to ActiveMQ

- Migrate all sites from glite-MON to glite-APEL and close down R-GMA infrastructure.
- Sites who do not migrate by due date will continue to accumulate their accounting data and can publish it whenever they migrate.

### New Central Infrastructure in production

- **New DB schema for Job Record deployed at RAL**
- **Legacy DB to new DB publisher deployed**
- **Old DB to new DB migrated**
- Summariser from Job Record to Summarized Job Record deployed
- Summariser (to Portal tables) deployed

### Central Server ready to receive new format input

- Job Record Consumer (JR) deployed
- Record Loader (JR+SJR) deployed
- Central Server ready to receive new format input

### New APEL publisher (stomp-based) released – Streaming Text Oriented Messaging Protocol

- Activity developed with the collaboration of EMI

### Regional deployment of accounting server packaged and released to NGIs

- Regional Accounting Server packaged and released to NGIs.
- 1 June 2011

### Summary Infrastructure deployed at RAL (JRA1)

- Regional Deployment and Migration
- 1<sup>st</sup> June onwards

## 1.5 SA1.6 Helpdesk

Task Leader: *Torsten Antoni*

### 1.5.1 Overview

	Activity	Delivering
	Middleware specific workflows prototyping	PQ3
	Report generator remodelling	PQ3
	Review of support units	PQ4onward

MS417 publication	PQ5
High availability for GGUS	PQ5
NGI Integration	TF'11
Application/Community support	PQ4onward

## 1.5.2 Description

### Middleware specific workflows prototyping

- Various different workflows
  - **DMSU workflow**  
(prototype in January release)
    - DMSU 2nd level support
    - Tech Provider 3rd level support
  - **Release announcement workflow**  
(prototype in February release)
    - Tech Provider to SA2 and back
  - **Bugs found in operations**  
(prototype in February release)
    - From SA2 to Tech Provider and back
- All workflows in one separate instance

### Report generator remodeling

- report generator remodeling (March release) . New requirements
  - e.g. from Middleware groups
- Focus on variability of the tool
- Output only in further processable formats, e.g. xml (no graphics)

### Review support units (after removal of middleware support units)

- Consolidate list of support units and get rid of unused legacy support units
- Start in April release

### MS417 publication, due PM14 (end of June)

- Internal review should start beginning of May
- We need to start soon
- Could be announced at OMB

### High availability of GGUS

- Active – active high availability concept
- Data layer done
- Logic and presentation layer ready by the end of the first half of 2011

### NGI integration

- Continuous integration of NGIs (ongoing), currently 28 NGIs in GGUS, 20 as support unit (human interface), 8 with automatic interface: 3 xGUS instances (DE, CH, AEGIS), 5 with local ticket system
    - Plan to have all NGIs connected by TF'11
    - Increase the rate of automatic interfaces
- xGUS or local ticket system

### Application/Community support

- Improve collaboration with NA3 and SA3
- Help them to benefittingly make use of GGUS
- Start a UF'11

## 1.6 SA1.7 Support Team

### 1.6.1 Overview

#### Grid oversight

	Activity	Delivered
	Complete the ROC transition to NGIs.	
	Investigate how to have a consistent and coherent integration of non-production resources in the infrastructure.	
	COD need to understand impact on operations support model related to new middlewares in EGI	
	Find a solution for continuously underperforming NGIs.	
	Milestone MS415 "EGI Operational Procedure"	PQ6

#### Network support

	Activities	
	Put the identified workflow for Network related issues in place in the GGUS Support system	
	Deploy the required local probes for the tool for troubleshooting on demand HINTS	
	Provide the EGI network community with a customized distribution of perfSONAR	
	Further integrate all provided tools and documentation for Network Support	

	in the operations portal for EGI.	
	Organize a specific questionnaire targeting the National Research and Education Networks (NRENs)	

## 1.6.2 Description

### 1.6.2.1 Grid oversight

#### New middlewares in EGI.

COD need to understand impact on operations support model related to having ARC, UNICORE sites on board.

#### Find a solution for continuously underperforming NGIs.

We have observed that improving the quality of the grid by submitting GGUS tickets to underperforming sites does not really help. It is very laborious and we have about the same amount of sites every month. We would hope that this would decrease. We need to find a solution for this.

#### Consistent and coherent integration of nonproduction resources in the infrastructure.

Several time we have encountered that site that want to setup, for example, a test SE are getting GGUS tickets from their ROD because the SE raises alarms or the test SE adversely affects the reliability and availability of the site. We should investigate how such a resource can be integrated in a consistent and coherent way. Of course not only the COD will be involved in such an activity.

#### Ongoing activities

- **ROD newsletter.** In our view it is a community building and information task which we want to continue in 2011.
- **COD and OLA.** Currently COD is ensuring that the only measurable Quality Metric from OLA is meeting its threshold. There are plans to develop OLA in EGI. COD needs to understand its role in that.
- **Operations support metrics.** We could evaluate how to make the metrics more important for ROD teams. By this we mean that we would like to find ways to increase the awareness of ROD teams of their performance.
- **Definition of operations procedures.** This is an ongoing activity and we will continue to do this.
- **COD in OTAG.** We need changes in operations **dashboard to facilitate our work**, categorization, prioritization of changes in dashboard and making sure that improved dashboard suits our needs.
- In the next month the EMI support units will be hidden behind the DMSU which means slight adjustment of the ticket assignment for the TPMs

### 1.6.2.2 Network support



### **Workflow for Network related issues in the GGUS Support system**

Put the identified workflow for Network related issues in place in the GGUS Support system, in order to provide support to general network related tickets within the EGI community

### **Deploy the required local probes for the tool for troubleshooting on demand (HINTS)**

- Put the system in production (server, documentation, guides, support) , enrol sites in two phases: a first pilot phase with volunteering sites, then extend the site involvement to all interested sites.
- Organize basic training on the tool for the EGI community.
- Further refine the tool w.r.t.: server-probe communication, users-admin communication form, removing individual rights for users.

### **Provide the EGI network community with a customized distribution of perfSONAR**

- Provide a live -CD for scheduled bandwidth and delay measurement, and the storing of the monitoring data on a DB. Provide a Graphical User Interface for Users to display the historical on monitoring Measurement.
- Develop a Graphical User interface, complementing the tool provided functionality.
- Discuss and permanently liaise with GN3 on the new PerfSONAR developments about the three major use case GN3 will be focusing upon: Network troubleshooting in multi-domain environment, circuit monitoring and SLA verification. Ensure the EGI community is linked to the GN3 one, both for what concerns the contribution EGI can provide to GN3 in terms of testing and early adopting on a volunteering basis , and in terms of GN3 taking into accounts the priorities, feedback and relevant instances coming from EGI for the tools, their deployment, their user-friendliness, the answers they provide to Grid related network use cases and requirements.
- Produce a minimum of 2 periodic informative short reports in 1 year for the EGI Network Support community to inform about the progress and the updates from the GN3 PerfSONAR community, the tools, the covered use cases.
- Periodic reports from the GN3 PerfSONAR community to the EGI Network Support written and distributed.

### **Further improve the available NetJobs tool**

It is a network monitoring based on the usage of Grid jobs, on a volunteering NGI basis, for e2e monitoring. Add new metrics, improve the Graphical User Interface, possibly interface to an Alarming system (to be evaluated) . Extend the community of involved sites. Improvements will concern mostly the GUI, making easier to correlate information coming from different probes, and improving the plug-ins for the capacity measurements.

### **Further integrate all provided tools and documentation for Network Support in the operations portal for EGI.**

- In particular, discuss within the NGI community and mostly with the EGI OTAG board and EGI-Inspire JRA1 the possible need to design a more efficient and user friendly tool for the handling of Scheduled Maintenances w.r.t. the current GGUS interface for Scheduled Maintenances or how to improve what is currently used (GOC-DB).



9. A targeted discussion on the strategy around IPv6 and IPv6-related Grid middleware and middleware deployment issues will be organized. A general strategy about IPv6 has to be discussed and agreed upon: it may fall out of the scope of EGI-Inspire, but will for sure impact the EGI network support community. Therefore we feel a strategy aimed at supporting the community at the evangelization should be envisaged, even if will fall out of the exclusive scope of the EGI-Inspire project. We should ensure the IPv6 issue is followed up at some level by either volunteering network support contacts from NGIs, or at least collaborating projects (middleware providers). Completely ignoring IPv6 doesn't seem to be a wise approach to the issue: IPv4 address exhaustion is foreseen for the end of this year/beginning of 2012. Possibly coordinate with the HEPiX IPv6 Group to exploit synergies and possible common educational/informative initiatives around IPv6.

Evaluate useful collaborations with TSA1.8 of EGI-Inspire.

### Produce a survey targeting NRENs

Organize a specific questionnaire targeting the National Research and Education Networks (NRENs), aimed at understanding their interaction model with NGIs and their approach to Grid user and site support. The outcome of this questionnaire will help further developing plans for the Network support coordination and liaising NRENs and NGIs at a European scale, in order to further refine the plans for the EGI Network Support coordination in future (identifying possible relevant requirements, use cases and their corresponding tools which haven't been identified so far).

## 1.7 SA1.8 TSA1.8 Core services, reliability and documentation

### 1.7.1 Overview

Activity	Delivered
Produce OLA EGI/NGI	PQ4
Determine OLA main failure reasons	PQ5
Determine the impact of increased availability suspension threshold	PQ5
Training guides/Operational Procedures/Best practices releases	PQ4/PQ5
Document relocation	PQ4 onward

### 1.7.2 Description

#### Operations tool and availability computation

- Propose Changes for Operations tools (January 2011)
- Data more readily available to NGIs (Spring 2011)
- Follow-up with developers for issues that affect accuracy (Ongoing)



## OLAs

- Continue adaptations to the OLA between NGI and sites (January 2011)
- **Produce OLA between EGI and NGIs** (February 2011), as well as a Core services OLA (Spring 2011)
- Propose an **OLA amendment procedure** (Spring 2011)
- Evaluate the **impact of increased availability suspension threshold** to establish if it is sensible to enforce the increased threshold from the second year of the project (Ongoing, finish on May 2011)
- **Reconvene with the OLA task force** at least once per 2 months
- **Availability/Reliability (ongoing): distribution of league tables.** Continue adding useful material to the wiki (ongoing), investigate if Operational tools advances can simplify the procedure (ongoing), determine the prime causes of sites failing to meet OLA targets ( May 2011)

## Documentation

- **Site Certification Manual** (due for release in Jan. 2011 at the OMB)
- **Documentation relocation** (terminal)
- 2 Face to Face meetings / year co-located with the EGI conferences.
- **Operational Procedures Manuals** – Lead: Peter Slizik
  - 1<sup>st</sup> Version of EGI manuals END MARCH
  - **ROD Procedure Manual**
  - **NGIs and Sites Procedure Manual**
  - **COD Procedure Manual**
  - (This first release is a fairly major endeavor.)
  - Phone conferences biweekly for the first 4 months of 2011
  - Aim for 3 releases / year - MARCH, JULY, NOVEMBER
  - NOTE: COD procedure manual will need major input from COD.
- **Best Practices** – Lead: Roger Oscarsson
  - Monthly phone conferences
  - Wiki structure will be upgraded in the next coming months
  - This topic is fluid, and relies on input/content from NGIs
- **Training Guides** – Lead: David Bouvet
  - Monthly phone conferences (or as needed.)
  - 1<sup>st</sup> release due (possibly) end February.
  - **Dashboard HOWTO**
  - **Training Guide** (beginners)
  - **Quick Sheets** (will commence these in March.)
  - Aim for 3 releases / year – with minor updates if there are major tool changes.
- **GOCWIKI transfer** – Lead: Vera Hansper
  - This is a complex task, but needs to be completed within the next 6 months.
  - Currently, some of the GOCDB info has been moved over to the EGI WIKI
  - Jan. 2011 : WIKI structure discussions with Tiziana (encompasses general wiki structure for



- the overall task.
- Feb. 2011 : Ensure that place holders and structures are set up and working
- Mar - Jun 2011: Moving data.
- Phone conferences every 3 to 4 weeks.