

Hosting and operating DIRAC4EGI Pilot instance

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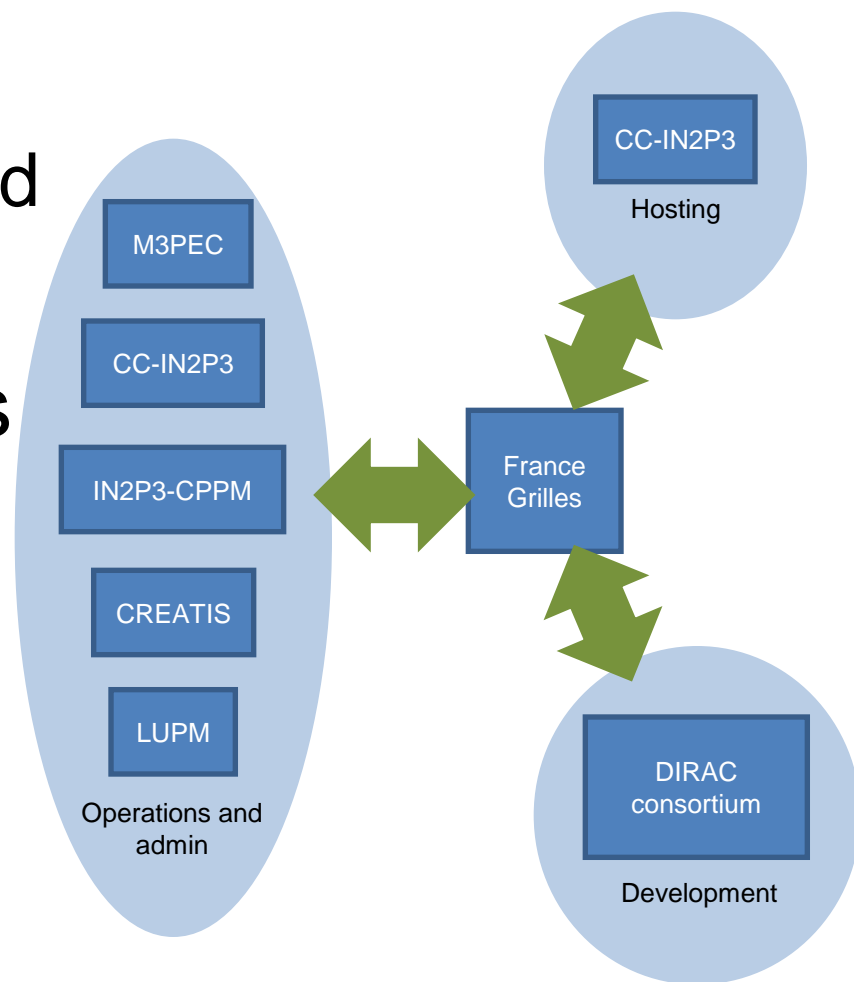


- Starting point : Why DIRAC4EGI ?
- NGI France experience
- Setting up the instance
- Setting up operations
- Status and plans

- Many dedicated DIRAC instances
- A few Multi-VO instances
- More and more interest in a common solution

- Facilitate grid access to user communities
- Allow them to benefit from a production DIRAC instance
- Optimise performances and DIRAC resource usage
- Build and develop a community of DIRAC experts
- Provide feedback to DIRAC developers
- Share administration effort and available resources

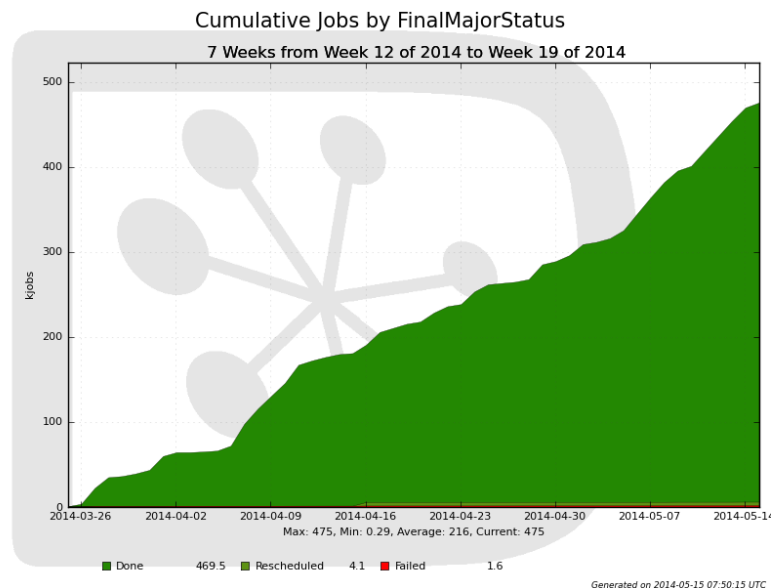
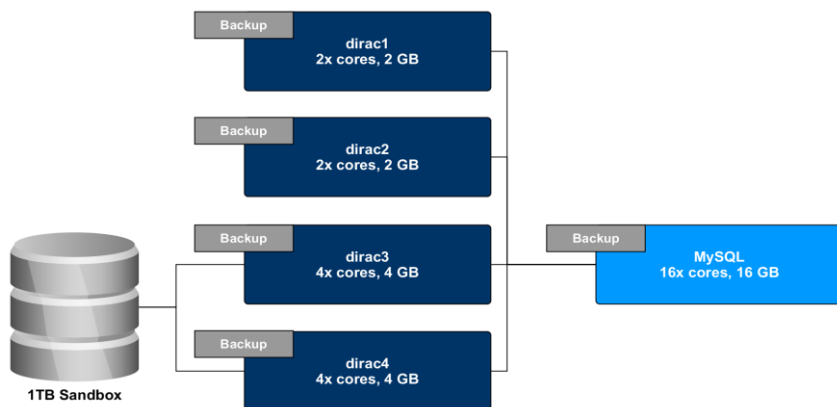
- Multi-VO instance
 - More that 15 supported
 - Access procedure
- Distributed operations
 - Across 5 sites
 - Weekly shifts
- National coordination



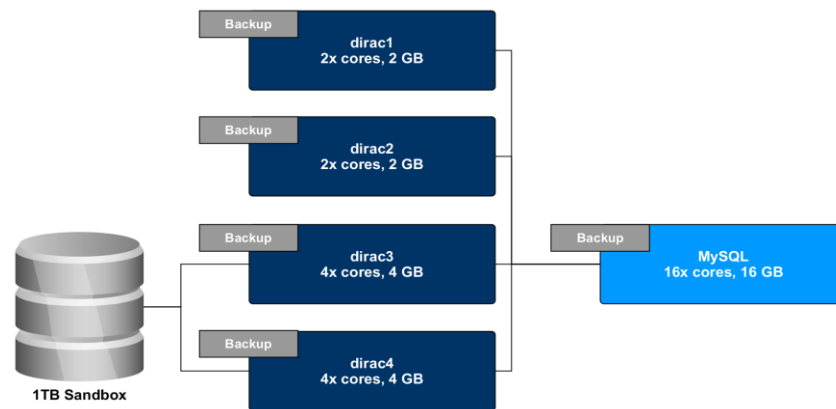
- In production for the past 2 years
 - More than 10M jobs
 - One of the NGI's key services
- Clear gain...
 - Effort is shared
 - The Quality of Service has improved
- ... but also some limitations
 - Current instance cannot grow much more
 - Support new communities means more effort

- **Details of Cyfronet instance**

- DIRAC services split over 4 VMs + DB server, all with regular backups.
- Powerful and reliable high-performance hardware has been used.
- 1 TB disk space for I/O sandboxes.
- Web Portal address: dirac.egi.eu
- Contact for interested groups : dirac@mailman.egi.eu



- DIRAC experts took care of the installation
 - Configuration + Security Logging
 - Web Portal
 - Workload Management
 - Data Management
- **After initial validation (WeNMR):**
 - Adding new communities
 - Connecting FedCloud
 - Connecting Commercial Clouds
 - Collecting new use cases



- Global idea
 - Share the effort amongst EGI partners
 - Share expertise
 - Provide a good level of support
- Organisation
 - Principle of operations shifts
 - Different support levels
 - Shared documentation space

- **Support levels**
 - **1st level: operators**
 - Monitor service status, detect problems, act as 1st line support for users
 - **2nd level: DIRAC admins**
 - Solve most technical problems
 - **3rd level: DIRAC experts**
 - Address complex problems, or issues for which no procedure is defined

- Tools
 - Mailing lists
 - Wiki space on Cyfronet Doc DB
 - Meetings

- Done
 - Tools and communication channels
 - Initial operations model
- In progress
 - Gathering interest from more partners
 - Establish shifter's documentation
- To be done
 - Define support workflows
 - Start doing the weekly shifts

- Main contact point
 - dirac@mailman.egi.eu
- Operations team
 - dirac-admins@mailman.egi.eu