



## Operations Management Board (OMB)

---

<b>Meeting:</b>	Operations Management Board
<b>Date and Time:</b>	26 July 2011
<b>Venue:</b>	EVO meeting
<b>Agenda:</b>	<a href="https://www.egi.eu/indico/conferenceDisplay.py?confId=433">https://www.egi.eu/indico/conferenceDisplay.py?confId=433</a>

---

<b><u>PARTICIPANTS</u></b>	<b>2</b>
<b><u>ACTION REVIEWS</u></b>	<b>3</b>
<b><u>INTRODUCTION</u></b>	<b>4</b>
<b><u>IPV6</u></b>	<b>5</b>
<b><u>EGI INFRASTRUCTURE FOR THE MONITORING OF UNCERTIFIED RESOURCE CENTRES</u></b>	<b>5</b>
<b><u>GLITE 3.2 ARGUS END OF SUPPORT</u></b>	<b>5</b>
<b><u>UPDATE ON ACCOUNTING DEVELOPMENT PLANS: EMI AND JRA1 EGI-INSPIRE</u></b>	<b>6</b>
<b><u>UMD RELEASE CALENDAR</u></b>	<b>7</b>
<b><u>MANUAL FOR INTERVENTION MANAGEMENT OF CENTRAL TOOLS</u></b>	<b>7</b>
<b><u>PROCEDURE FOR REQUESTING THE RE-COMPUTATION OF MONITORING RESULTS AND AVAILABILITY/RELIABILITY STATISTICS</u></b>	<b>8</b>
<b><u>REVISION OF ESCALATION PROCEDURE FOR RC OPERATIONAL PROBLEMS</u></b>	<b>8</b>
<b><u>AOB</u></b>	<b>9</b>



## Participants

Name and Surname	Organisation	Membership
Andres Aeschlimann	Switch, NGI_CH	member
Emrah Akkoyun	TUBITAK, NGI_TR	Deputy Member
Torsten Antoni	KIT, NGI_DE	member, TSA1.7, JRA1
Jan Astalos	UI SAV, NGI_SK	Member
Maite Barroso	CERN	Member
Goncalo Borges	LIP	Member
Jinny Chien	ASGC, Asia Pacific	Member
Hélène Cordier	NGI_FRANCE	Member
Mario David	LIP, Ibergrid	Member, TSA1.3
Claire Devereux	STFC, UKI	Member
Feyza Eryol	TUBITAK, NGI_TR	Member
Tiziana Ferrari	EGI.eu	Chairman
John Gordon	STFC, UKI	Member
Vera Hansper	CSC/NDGF, NGI_NDGF	Member
Emir Imamagic	SRCE, NGI_HR	Member, TSA1.4
Alexander Kryukov	E-ARENA, ROC Russia	Member
Christos Kanellopoulos	AUTH	TSA1.8
Kostas Koumantaros	GRNET	Member
Malgorzata Krakowian	ACC CYFRONET, NGI_PL	Member, TSA1.7 COD
Mingchao Ma	STFC	TSA1.2
Mats Nylen	NGI_SE	Member
Marcin Radecki	CYFRONET, NGI_PL	Member, TSA1.7
Mario Reale	GARR, NGI_IT	TSA1.7
Serge Salamanka	UIIP NASB, NGI_BY	Member
Mihajlo Savic	Uni. B. Luka, NGI_BA	Member
Vladimir Slavnic	IPB NGI_AEGIS SERBIA, NGI_RS	Deputy Member
Peter Solagna	EGI.eu	Minutes
Gert Svensson	KTH	TSA1.3
Onur Temizsoylu	TUBITAK, NGI_TR	Deputy Member
Ulf Tigerstedt	CSC	TSA1.8
Ron Trompert	SARA, NGI_NL	Member, TSA1.7
Luuk Uljee	SARA NGI_NL	Member, TSA1.7
Paolo Veronesi	INFN	Member
John Walsh	TCD	Member
Todd Wu	ASGC, Asia Pacific	Deputy Member
Dimitris Zilaskos	AUTH	TSA1.8

Notes: Some attendees were joining the meeting via the EVO phone bridge.

## ACTION REVIEWS

Action Owner		Content	Status
3			
<b>Actions from the 26 July OMB meeting</b>			
13.01	J. Chien	To assess the impact of the exhaustion of IPv4 address space on existing AP ROC Resource Centres, and on new potential Resource Centres that may wish to join the EGI infrastructure. → information distributed the OMB mailing list	CLOSED
13.02	M. Reale	To distribute a questionnaire to investigate the areas of interest to the NGIs and to collect information about participants	OPEN
13.03	T. Ferrari	To contact the ARGUS PT to collect information about certification between gLite 3.2 clients and ARGUS 1.3.x → CLOSED. The PT confirms that the backward compatibility was tested in two production sites. OMB is informed.	CLOSED
13.04	M. David	To collect information about the amount of testing conducted during Staged Rollout about the backward compatibility of ARGUS 1.3.x and gLite 3.2 clients → all Early Adopters confirm the backward compatibility, even if only tested with OPS pilot jobs	CLOSED
13.05	T. Ferrari	To request the creation of a GOCDB Service Type for ARGUS → CLOSED. The emi.ARGUS service type was created on 01 August	CLOSED
13.06	T. Ferrari	To request the publication of ARGUS in the Information Discovery System → requirement added to RT ticket <a href="https://rt.egi.eu/rt/Ticket/Display.html?id=1378">https://rt.egi.eu/rt/Ticket/Display.html?id=1378</a>	CLOSED
13.07	J. Gordon	To contact EMI to collect information about development plans in various technical areas – such as MPI and storage	OPEN
13.08	All NGIs	To provide comments about draft manual <a href="https://wiki.egi.eu/wiki/MAN04_Tool_Intervention_Management">https://wiki.egi.eu/wiki/MAN04_Tool_Intervention_Management</a> by the 29th of July → Deadline expired. MAN 04 approved.	CLOSED
13.09	T. Ferrari	To contact the Nagios/SAM team to propose the EGI-specific procedure for the management of changes to the monitoring results and the availability reports	OPEN
13.10	D. Zilaskos	To produce a wiki version of the procedure for the request of changes to the monitoring results and the availability/reliability reports.	OPEN
13.11	COD	To discuss with the operations portal team a new automatic escalation case (5 days after the operations manager is notified)	OPEN
<b>Actions from the 21 June OMB meeting</b>			
12.03	T. Antoni	To assess within the NGI_DE the number of sites interested in the support of SuSE	IN PROGRESS
12.04	M. David	To include an assessment of the status of error messages in the staged rollout report → duplicated action, CLOSED (see 12.06)	CLOSED
12.05	G. Borges	To produce a report on error messages of LCMAPS that need to be fixed, the information needs to be supplied in the relevant requirement RT ticket.	OPEN
12.06	M. David	To extend the Early Adopter report to include information about logging and error messages aspects of the product tested → M. David confirmed that the template will be extended in August	IN PROGRESS
12.07	All NGIs	To provide comments to the top-BDII failover configuration best practice ( <a href="https://wiki.egi.eu/wiki/Proposal_for_TopBDII_High_Availability">https://wiki.egi.eu/wiki/Proposal_for_TopBDII_High_Availability</a> ) DEADLINE: 25 July → no comments received, best practice approved by the respective PT (L. Field). The best practice is APPROVED.	CLOSED
12.09	T. Ferrari	To assign wiki documents ready for revision to the respective reviewers	OPEN

12.10	All NGIs	To contact the respective site administrators about relevant topics to be discussed at the site managers workshop organized at the EGI Technical Forum	OPEN
<b>Actions from 17 May OMB meeting</b>			
11.05	Operations Managers	<p>DECISION.</p> <ul style="list-style-type: none"> <li>All sites that became CANDIDATE during 2010 must complete their certification process or be switched to CLOSED</li> <li>All sites that became UNCERTIFIED during 2010 or earlier and are NOT part of a local infrastructure (not integrated into EGI), need to finish their certification or to be CLOSED</li> <li>All sites that became SUSPENDED during 2010 must be re-certified or CLOSED.</li> </ul> <p>DEADLINE: June 17 2011</p>	IN PROGRESS
<b>Actions from 14 April OMB meeting</b>			
10.04	K. Koumantaros	Provide a proposal to reduce the load of top-BDII, reducing the information published	IN PROGRESS
10.05	All NGIs	<p>If HA is in place, provide documentation on the deployed solution. Otherwise provide information about topology of the service: what site points to which BDII → NGI are invited to participate to the top-BDII survey</p> <p><a href="http://www.zoomerang.com/Survey/WEB22CFA95837Z/">http://www.zoomerang.com/Survey/WEB22CFA95837Z/</a>) → overview of the survey results attached to the agenda of the OMB (26/07)</p>	CLOSED
<b>Actions from Oct 2010 OMB meeting</b>			
Action 3.	TF	to update as necessary the procedure to retire middleware components ( <a href="https://edms.cern.ch/document/985325">https://edms.cern.ch/document/985325</a> ). <a href="https://rt.egi.eu/rt/Ticket/Display.html?id=347">https://rt.egi.eu/rt/Ticket/Display.html?id=347</a>	OPEN
Note: Actions from previous meetings are closed.			

## Introduction

T. Ferrari

- The deadline for the submission of EGI-InSPIRE QR5 is approaching: 1 August 2011. The report and the corresponding metrics have to be edited on wiki following the same procedure adopted for the previous QRs.
- Top-BDII deployment. The results of the survey are attached to the agenda of this OMB for a preview. These will be analysed in detailed at the face-to-face OMB in September to see how to improve the top-BDII configurations in place. J. Gordon: also WLCG have deployment plans. T. Ferrari: EGI activities will be discussed with the WLCG information system officer.
- MS412: provides an overview of the current EGI security procedures and this milestone is due by the end of July. All NGIs are encouraged to read the document. The three procedures presented in the milestone will be periodically reviewed according to an own revision schedule. Some of these are currently already under internal revision.



## IPv6

M. Reale provides an overview of the status of the transition to IPv6 and of the activities carried out in EGEE-III and currently in the HEPIX IPv6 working group coordinated by D. Kelsey.

As the problem of IPv4 address space exhaustion will firstly impact Asia Pacific countries, the AP ROC operations manager is requested to assess the internal status (considering the existing Resource Centres as well new Resource Centres that may wish to join the infrastructure). **Action (J. Chien)**

Several activities can be conducted: testing of readiness of the software provided by the EGI Technology Providers (TPs), testing of the readiness of the operational tools, setting up a testbed involving some RCs/NGIs. Activities should be carried out in collaboration with the HEPIX wg for a better synergy.

**Action (M. Reale): to distribute a questionnaire to investigate the IPv6 areas of interest to the NGIs and to collect information about NGIs willing to participate to EGI activities in this domain.**

The information collected in the survey will be discussed at the network support workshop at the EGI Technical Forum, to decide how to structure IPv6 EGI activities. M. Ma for the EGI CSIRT expresses interest in participating and in working in collaboration with the HEPIX WG.

## EGI infrastructure for the monitoring of uncertified Resource Centres

C. Kanellopoulos presents the infrastructure constituted by a top-BDII and WMS that can be used to monitor gLite-based uncertified RCs, and the related procedure for adding uncertified RCs. Addition of new RCs is restricted to people holding specific roles (these are directly retrieved from GOCDB). By using this infrastructure there is no need to setup a dedicated set of services to monitor uncertified sites. However the local Nagios has to be appropriately configured<sup>1</sup>. ARC RCs do not need a dedicated top-BDII and WMS as the submission of test jobs is performed by direct submission.

All NGIs are requested to inform the local operations team about this infrastructure and are encouraged to make use of it.

## gLite 3.2 ARGUS end of support

The current gLite 3.2 support policy currently defines the following support calendar for all components that are still supported:

- End of standard support: end of October 2011
- End of security support: end of April 2012

---

<sup>1</sup> <https://tomtools.cern.ch/confluence/display/SAM/Monitoring+uncertified+sites>



For manpower reasons, the ARGUS PT requests a revision of this policy for ARGUS in order to stop support of the product in gLite 3.2 as soon as possible.

J. Gordon reports on seven ARGUS servers (gLite 3.2) recently installed in UK, other gLite 3.2 instances are currently deployed in other NGIs (but an exact count is impossible as the service is not registered in GOCDDB and not published in the BDII). As the interworking between gLite 3.2 clients and ARGUS 1.3.x (EMI) is fundamental, the OMB requests more information about:

1. The status of EMI certification of the interworking between the gLite 3.2 client and ARGUS 1.3.x servers – **ACTION (T. Ferrari);**
2. The results of interoperability tests carried out in the EGI Staged Rollout – **ACTION (M. David).**

**DECISION. The OMB approves the following change to the current support calendar of ARGUS, provided that backward compatibility is certified and tested in Staged Rollout:**

**end of security support anticipated to end of December 2011 (and no change to the current standard support calendar).**

The OMB also approves (1) the creation of a new service type for registration in GOCDDB for downtime management, and (2) the publication of ARGUS information in BDII for tracking of its deployment – **ACTION (T. Ferrari).**

## **Update on accounting development plans: EMI and JRA1 EGI-InSPIRE**

J. Gordon presents the current status of the accounting infrastructure according to the various accounting models supported in EGI. The migration to a new STOMP publisher/consumer will affect all Resource Centres (RCs) publishing directly, as well as infrastructures that are currently publishing summary records. Migration to the new central repository requires all the existing alternatives to migrate to the new STOMP publishing before we can migrate the database and accept the new data in production. The new database will continue to accept the old AMQ publishing (EMI-1) during migration.

A test infrastructure was made available for testing, and all NGIs publishing summary records were contacted and are encouraged to try it.

The accounting infrastructure will be extended to support accounting of new resources:

- Storage (EMI have plans in this area)
- virtualized services – collaboration with StratusLab needed
- applications
- data – potentially also relevant to other projects e.g. EUDAT
- MPI jobs



T. Ferrari: what are the development plans concerning MPI? J. Gordon: to be understood. EMI has a MPI task force, and MPI support is also funded by EGI-InSPIRE (SA3).

T. Ferrari: what is the timeline of EMI storage accounting developments? J. Gordon: we will present this at the Accounting Workshop at the Technical Forum. A Storage UR was proposed at OGF by the EMI project, and EGI will have to define an “EGI profile”.

The EGI-InSPIRE accounting roadmap (JRA1) is documented in milestone MS706 which is under finalization and can be downloaded at: <https://documents.egi.eu/document/531>. All NGIs/Resource Providers are encouraged to read it. All NGIs/Resource Providers are invited to participate to the Accounting Workshop to bring their requirements.

**Action (J. Gordon): to contact EMI to collect information about development plans in various areas (MPI and storage) and to send information to the OMB.**

## UMD Release Calendar

M. David presents the status of the components that are candidate to be released in UMD 1.1.0 (1 August). About the inclusion of WMS, the OMB is consulted about the need of an urgent release of WMS 3.3.1-1 and arc-infosys for UMD 1.1.0. The Italian NGI is in favour of an urgent release in order to upgrade the WMS installations during August. V. Hansper will provide feedback about arc-infosys via e-mail after the meeting.

The next UMD release (1.2.0) is currently scheduled on the 12<sup>th</sup> of September (cut-off date for deciding which products will be part of it is the 5<sup>th</sup> of September). The plan is to include in UMD 1.2.0 products that are part of EMI Update 4.

M. David also consults the OMB about the possibility to include in Staged Rollout resource centres deploying CentOS (binary compatible with SL). T. Ferrari suggests to postpone this discussion to the next Monday operations meeting.

## Manual for intervention management of central tools

E. Imamagic presents a new draft manual which provides instructions on how to manage central operational tools (see the draft manual is attached to the agenda).

**ACTION (All NGIs): to provide comments by July 29.**

In case of no comments the manual will be approved.



## Procedure for requesting the re-computation of monitoring results and availability/reliability statistics

D. Zilaskos presents the current proposed WLCG policy and procedure to request the re-computation of monitoring results, which also have an effect on the availability/reliability statistics. The WLCG procedure proposes the administrator of a RC to contact the respective NGI, which is in turn responsible of contacting the Nagios/SAM SU if the request is valid.

While the policy for re-computation of monitoring results is fine, this procedure does not suite the EGI availability/reliability reports, as the distribution of EGI reports is centrally coordinated by AUTH for EGI.eu. Reports are centrally validated, and issues reported by one RC could have an impact on other RCs and NGIs. We propose any request for change to be directly forwarded to AUTH through a dedicated GGUS Support Unit (Service Level Management – SLM in short), the AUTH support team will be then responsible of contacting the Nagios/SAM SU if necessary and of tracking the progress of any issue submitted. The proposed support workflow is the following:

1. RC identifies issues with the monitoring results and the monthly availability statistics, and contacts the local Operations Centre
2. The local Operations Centre validates this request, if validated, a request for re-computation is submitted to the SLM SU
3. The SLM SU collects all requests, validates them, and if a re-computation is needed, a request is submitted to the Nagios/SAM SU. New availability/reliability reports are uploaded as necessary.

This procedure is proposed for EGI reports, not for other VO-dedicated reports such as the WLCG ones.

**DECISION. The OMB approves the proposed policy for re-computation of monitoring results and availability statistics.**

**Action (T. Ferrari):** To contact the Nagios/SAM team to propose this EGI-specific procedure.

**Action (D. Zilaskos):** To document this procedure on the EGI wiki

As soon as the SLM SU will be active and after the discussion with the Nagios/SAM SU, the new procedure will be advertised.

## Revision of escalation procedure for RC operational problems

M. Krakowian presents a proposal for the simplification/streamlining of the current escalation procedure for RC operational problems, which involves RC administrators, RODs and COD. The purpose of the proposed change is to involve the NGI first and COD only afterwards, in case of no action from the ROD.

In the new proposal, in case of an unresponsive ROD, the ticket will be still escalated to COD automatically. The automatic escalation is triggered after 1 month.





T. Ferrari: the purpose of having COD involved in the early stages of original escalation was to ensure support in case of unresponsive RODs. If this part of the procedure will be streamlined, then the time for automatic escalation to COD should be reduced. To compensate this, COD proposes to introduce a extra COD escalation step of 5 business days (1 week of calendar time) after the Operations manager is informed about the problem. This escalation would be added to the existing automatic escalation to COD in case of an operational ticket age reaches 1 month (the two escalations are complementary).

**DECISION. The OMB approves the new procedure for RC operational problems according to the proposal presented. Further discussion will follow about the new automatic escalation discussed during the meeting.**

Once finally approved, the procedure will be applied in due time allowing for sufficient time to the RODs to get familiar with it.

**Action (COD):** To finalize the new automatic escalation for final discussion at the OMB (via e-mail).

## AOB

- The next OMB meeting is scheduled on Monday 19<sup>th</sup> September (EGI Technical Forum, Lyon), following the meeting remotely through EGI will be possible.
- H. Cordier solicits the distribution of the minutes of the last OTAG meeting. P. Solagna will distribute them in the coming days.