



## Operations Management Board (OMB)

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| <b>Meeting:</b>       | Operations Management Board   |
| <b>Date and Time:</b> | 19 September 2011   |
| <b>Venue:</b>         | Lyon, EGI Technical Forum   |
| <b>Agenda:</b>        | <a href="https://www.egi.eu/indico/conferenceDisplay.py?confId=434">https://www.egi.eu/indico/conferenceDisplay.py?confId=434</a> |

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## Participants

| Name and Surname       | Abbr. | Organisation                   | Membership <sup>1</sup>   |
|------------------------|-------|--------------------------------|---------------------------|
| Andres Aeschlimann     |       | Switch, NGI_CH                 | member                    |
| Pedro Andrade          |       | CERN                           | Invited Participant       |
| Torsten Antoni         |       | KIT, NGI_DE                    | member, TSA1.7, JRA1      |
| Jan Astalos            |       | UI SAV, NGI_SK                 | Member                    |
| Bruce Backer           |       | SAGrid                         | Member                    |
| Antun Balaz            |       | IPB/NGI_AEGIS                  | Member                    |
| Riccardo Brunetti      |       | INFN/EGI CSIRT                 | Invited Participant       |
| Goncalo Borges         |       | LIP                            | Member                    |
| Timothy Carr           |       | UCT/SAGrid                     | Invited Participant       |
| Daniele Cesini         |       | INFN, IGI                      | JRA1 Leader               |
| Hélène Cordier         |       | NGI_FRANCE                     | Member                    |
| Linda Cornwall         |       | RAL/STFC                       | SVG Leader                |
| Andrea Cristofori      |       | INFN CNAF/JRA1                 | Invited Participant       |
| Mario David            |       | LIP, Ibergrid                  | Member, TSA1.3            |
| Claire Devereux        |       | STFC, UKI                      | Member                    |
| Lorenzo Dini           |       | CERN, WLCG Information Officer | Invited participant       |
| Daniele Cesini         |       | INFN, IGI                      | JRA1 leader               |
| Ramon Diacovo          |       | UFRJ/IGALC                     | Member                    |
| Ivan Diaz Álvarez      |       | CESGA                          | JRA1, Invited participant |
| Tiziana Ferrari        |       | EGI.eu                         | Chairman                  |
| Luciano Gaido          |       | INFN, IGI                      | Member                    |
| John Gordon            |       | STFC, UKI                      | Member                    |
| Vera Hansper           |       | CSC/NDGF, NGI_NDGF             | Member, TSA1.8            |
| Emir Imamagic          |       | SRCE, NGI_HR                   | Member, TSA1.4            |
| Christos Kanellopoulos |       | AUTH/GRNET                     | TSA1.8 Leader             |
| Kostas Koumantaros     |       | GRNET                          | Member                    |
| Malgorzata Krakowian   |       | ACC CYFRONET, NGI_PL           | Member, TSA1.7 COD        |
| Cyril L'Orphelin       |       | CCIN2P3                        | JRA1                      |
| Maarten Litmaath       |       | CERN                           | Invited Participant       |

<sup>1</sup> Member, Observer, in Attendance



|                                 |                              |                     |
|---------------------------------|------------------------------|---------------------|
| <b>Mingchao Ma</b>              | STFC                         | TSA1.2              |
| <b>Gilles Mathieu</b>           | IN2P3/NGI_FRANCE             | Deputy Member       |
| <b>Ludek Matyska</b>            | CESNET, NGI_CZ               | Member              |
| <b>Tore Mausest</b>             | UNINETT/SIGMA,Norway         |                     |
| <b>Richard Mc Lennan</b>        | EGI.eu/User Comm. Support    | Invited participant |
| <b>Giuseppe Misurelli</b>       | INFN/NGI_IT                  | Invited Participant |
| <b>Mats Nylen</b>               | NGI_SE                       | Member              |
| <b>David O'Callaghan</b>        | TCD, Sec. Policy Group       | Invited Participant |
| <b>Antonio Perez Perez</b>      | CERN                         | Invited Participant |
| <b>Rob Quick</b>                | Indiana Univ./OSG Operations | Invited Participant |
| <b>Marcin Radecki</b>           | CYFRONET, NGI_PL             | Member, TSA1.7      |
| <b>Miroslav Ruda</b>            | NGI_CZ                       | Member              |
| <b>Vladimir Slavnic</b>         | IPB/NGI_AEGIS, Serbia        | Deputy Member       |
| <b>Peter Solagna</b>            | EGI.eu                       | Minutes             |
| <b>Gert Svensson</b>            | KTH                          | TSA1.3              |
| <b>Scott Teige</b>              | Indiana Univ./OSG Operations | Invited Participant |
| <b>Onur Temizsoylu</b>          | TUBITAK, NGI_TR              | Deputy Member       |
| <b>Ulf Tigerstedt</b>           | CSC                          | TSA1.8              |
| <b>Christos Triantafyllidis</b> | AUTH/GRNET, SA1.4            | Invited Participant |
| <b>Ron Trompert</b>             | SARA, NGI_NL                 | Member, TSA1.7      |
| <b>Luuk Uljee</b>               | SARA NGI_NL                  | Member, TSA1.7      |
| <b>Pierre Veyre</b>             | IN2P3/NGI_FRANCE             | Invited Participant |
| <b>Domenico Vicinanza</b>       | DANTE                        | Invited Participant |
| <b>Anders Waananen</b>          | UCPN, Denmark                | Member              |
| <b>John Walsh</b>               | TCD                          | Member              |
| <b>ON EVO:</b>                  |                              |                     |
| <b>Stavros Lambropoulos</b>     | SAGrid Operations            | Invited Participant |
| <b>Francois Wolmarans</b>       | SAGrid Operations            | Invited Participant |
| <b>Andrew Lewis</b>             | SAGrid Operations            | Invited Participant |
| <b>Adrian Snyman</b>            | SAGrid Operations            | Invited Participant |
| <b>Albert van Eck</b>           | SAGrid Operations            | Invited Participant |
| <b>Onur Temizsoylu</b>          | TUBITAK ULAKBIM/NGI_TR       | Deputy Member       |

## ACTION REVIEWS

| Action Owner                                  | Content  | Status      |
|---|--|-------------|
| <b>Actions from the 19 August OMB meeting</b> |  |             |
| 14.01   | T. Ferrari<br>To contact EMI to verify the level of support of EMI towards the development of messaging clients. → IN PROGRESS. Mail sent on 27/09.  | IN PROGRESS |
| 14.02   | T. Antoni<br>To assess the status of the interface between GGUS and the OSG ticketing system and circulate it.   | IN PROGRESS |
| 14.03   | M. Ma<br>To assess the current communication channels EGI ↔ OSG in case of incidents and critical vulnerabilities involving both parties.  | OPEN        |
| 14.04   | D. Cesini/JRA1<br>To assess the impact of caching in top-BDII on operational tools and produce a written report.   | OPEN        |
| 14.05   | T. Ferrari<br>To analyze the current set of tests used for top-BDII availability computation and to discuss with top-BDII experts how to extend such set   | OPEN        |
| 14.06   | All NGIS<br>To test the metric portal ( <a href="http://metrics.egi.eu/">http://metrics.egi.eu/</a> ), get familiar with the tool and report problems through GGUS. Critical bugs have to be reported to operations at egi.eu as well.   | OPEN        |
| 14.07   | All NGIs<br>To contribute effort and expertise to the project EGI risk assessment activities that will take place in the second half of PY2, and send expression of interests to operations at egi.eu and linda.cornwall at stfc.ac.uk. NGI contribution are fundamental to address the PY1 review comments.                         | OPEN        |
| <b>Actions from the 26 July OMB meeting</b>   |  |             |
| 13.02   | M. Reale<br>To distribute a questionnaire to investigate the areas of interest to the NGIs and to collect information about participants → CLOSED Questionnaire distributed in August  | CLOSED      |
| 13.07   | J. Gordon<br>To contact EMI to collect information about accounting development plans in various technical areas – such as MPI and storage → CLOSED. Information on milestones distributed by T. Ferrari via e-mail  | CLOSED      |
| 13.09   | T. Ferrari<br>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 → CLOSED. T. Ferrari contacted the SAM team to present the EGI-specific procedure and was approved. The procedure will be documented on wiki and documented. | CLOSED      |
| 13.10   | D. Zilaskos<br>To produce a wiki version of the procedure for the request of changes to the monitoring results and the availability/reliability reports. → ON HOLD. Waiting for the activation of the Service Level Management SU in GGUS  | ON HOLD     |
| 13.11   | COD<br>To discuss with the operations portal team a new automatic escalation case (5 days after the operations manager is notified)  | IN PROGRESS |
| <b>Actions from the 21 June OMB meeting</b>   |  |             |
| 12.03   | T. Antoni<br>To assess within the NGI_DE the number of sites interested in the support of SuSE → ngi-de feels that support of SUSE in WN utilities would be useful to have, even if no major number of sites requested this. The submitter of the ticket was contacted again.  | IN PROGRESS |
| 12.05   | G. Borges<br>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. → CLOSED. Information provided in ticket <a href="https://rt.egi.eu/guest/Ticket/Display.html?id=1983">https://rt.egi.eu/guest/Ticket/Display.html?id=1983</a>       | CLOSED      |
| 12.06   | M. David<br>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 → CLOSED. Report template updated in September.   | CLOSED      |
| 12.09   | T. Ferrari<br>To assign wiki documents ready for revision to the respective reviewers  | OPEN        |
| 12.10   | All NGIs<br>To contact the respective site administrators about relevant topics to be discussed at the site managers workshop organized at the EGI Technical Forum → CLOSED. Workshop took   | CLOSED      |



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|  |                     | place at the EGI TF.  |             |
| <b>Actions from 17 May OMB meeting</b>           |                     |   |             |
| <b>11.05</b>                                     | 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>         |                     |   |             |
| <b>10.04</b>                                     | K. Koumantaros      | Provide a proposal to reduce the load of top-BDII, reducing the information published → this action is closed as a new top-BDII deployment strategy was discussed and approved at the September OMB.  | CLOSED      |
| <b>Actions from Oct 2010 OMB meeting</b>         |                     |   |             |
| <b>Action 3.</b>                                 | 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 presents the proposed calendar of OMB meetings until January 2011: 25/10, 29/11, 20/12, 24/01/2012. The calendar is APPROVED.

Richard McLennan (EGI.eu User Community Support Team) presents the EGI market place to advertise and request training events. The Training Marketplace is a *production* tool that all NGIs and user communities are encouraged to use to: (1) share training material with other partners and (2) access to a library of training material provided by other NGIs shared with the community. The service has a gadget generator to put a web-gadget in NGIs own web-pages. The Training Marketplace needs to be advertised and disseminated. It offers advanced search features for the training items, browse functions (geographical, time-based). Rating of attended courses is possible. The tool can be used also to advertise the internal NGI courses.

Bruce Backer - SAGrid Operations Manager – presents the infrastructure and VO support activities of the South African Grid Initiative. SAGrid signed a Resource Infrastructure Provider MoU with EGI.eu during the EGI Technical Forum. The infrastructure(NGI\_ZA) is being integrated under the supervision of COD. Bruce Backer is now member of the OMB. The OMB welcomes the integration of SAGrid and is looking forward to establish a fruitful collaboration.

Two new SPG security policies are open for comments: the “Service Operations Security Policy” and the “Security Policy for the Endorsement and Operations of Virtual Machine Images” (see links in the agenda). All NGIs are requested to forward the draft policies to the respective Resource Centre



operations contacts to collect feedback. This is very important as both policies are highly relevant to Resource Centres.

The DTEAM AUP needs to be updated from EGEE times.

**DECISION. The new DTEAM AUP is approved.**

## EGI Operations Message Broker Network

C. Triantafyllidis presents the current topology and status of the EGI broker network (see slides).

**DECISION. The OMB approves the proposed broker network usage policy: the EGI broker network is dedicated to EGI operational tools (this includes accounting). The impact of introducing new tools on the broker network will have to be carefully assessed before the tool goes to production. The EGI test broker network instance can be used by applications interested in using messaging upon request. The test instance can be used for non-production activities such as testing applications and software.**

D. Cesini: is the client-part supported? C. Triantafyllidis/ E. Imamagic: it is currently supported by the SAM team by the support should be handed over to EMI.

T. Ferrari: according to the Infrastructure Area work plan [DJRA1.4.2](#) EMI provides “Messaging guidelines” to third parties to integrate messaging into their service or application based on the EMI experience (**Action** on T. Ferrari to verify this with EMI).

## OSG/EGI/WLCG Interoperation - Technical and Non-Technical Operations Communication

R. Quick (OSG Operations Manager)

R. Quick presents the status of the OSG infrastructure and provides an overview of the operational tools used. OSG is equivalent to an NGI including 101 sites, with an average utilization of approx. 700k jobs/day. WLCG resources and sites (only those) are published into top-BDII. The OSG ticketing system synchronizes with the local ticketing systems used by the end-users; the purpose is to allow the end-user to use the helpdesk platform he/she is familiar with. Synchronization with GGUS is already in place, and in principle OSG can extend this to other European systems if needed by NGIs or projects. Monitoring information is produced by an own monitoring system and is exported through messaging to SAM.

OIM is the system adopted to collect topology information.

T. Ferrari: GGUS should be the main entry point for support in EGI, thus avoid a proliferation of multiple interfaces. Synchronization with EGI RT is not needed, as it is an internal tracking system. **ACTION** (T. Antoni): the GGUS team is requested to assess the current status of the interface between GGUS and the OSG ticketing system).



OSG uses SLAs for some of the services such as the top-BDII. SLAs are in place with CMS and ATLAS, and are useful to define user expectations with a consequence reduction of problems for operations. SLAs are not associated to a contract. In case the targets of an SLA are not met, a plan for the improvement of the affected services has to be proposed.

In terms of communication, any problem that is specific to security has to be communicated through the EGI Security Officer (M. Ma). More contact information for issues related to security can be found at [https://wiki.egi.eu/wiki/EGI\\_CSIRT:Contacts](https://wiki.egi.eu/wiki/EGI_CSIRT:Contacts). A EGI security dashboard is used for tracking of non-critical vulnerabilities, which are handled according to the standard operations workflows. The security dashboard will be interfaced with GGUS. However, as information about security vulnerability has to be treated confidentially, it cannot be publicly accessible (so a different GGUS access control mechanism will have to be put in place for GGUS security tickets).

**Action (M. Ma, R. Quick)** To assess the current incident handling and critical vulnerability handling procedures of EGI/OSG and see if the proper communication channels are in place.

**DECISION.** OSG operations representatives will be added to the OMB mailing list as observers. For setting up the OMB agenda, on a quarterly basis Tiziana and Rob will evaluate the need to tackle OSG-EGI specific issues. OSG representatives are welcome to attend all OMB meetings.

## WLCG top-BDII deployment plans

L. Dini (WLCG Information Officer)

L. Dini presents the WLCG guidelines for deployment and operation of top-BDII services. WLCG requests 99% availability being top-BDII a critical service.

L. Dini also presents the test results of a top-BDII instance using `BDII_DELETE_DELAY=345600` (4 days), and deployed in production as part of the top-BDII CERN cluster instance. Object to be deleted (which actually stay in the top-BDII as a result of caching) are marked as UNKNOWN.

Purpose of the testing is to improve the stability of information available from top-BDII (as a workaround of the problem of volatile information that is added/removed because of misconfigured or malfunctioning site-BDIIs). Some successful experiments were run by CMS and LHCb. Use of caching has no impact on the top-BDII response time. The top-BDII product team is considering the option of enabling caching by default.

T. Ferrari: Caching can have an impact on services that consume status information as removal of information is delayed. In case of deployment of cached top-BDII instances, internal logics have to be implemented in the information consumers in order to handle UNKNOWN information.

E. Imamagic: from the SAM point of view caching may be useful.

**Action (D. Cesini for JRA1):** to assess the impact of caching in top-BDII on operational tools and produce a written report.



L. Dini. For the future the EMI plan is to use the EMI registry for static information, and using top-BDII for dynamic information only.

T. Ferrari: EMI was invited to present plan at the September TCB meeting (<https://www.egi.eu/indico/conferenceDisplay.py?confId=613>).

## EGI/WLCG - OSG Status Information Exchange

S. Teige (OSG Operations)

OSG treats top-BDII as one of two “Critical” level services of the infrastructure. The maximum acceptable resolution time is as low as 4 hours. An availability of 99% is required (and defined in an OSG SLA), only two unscheduled outages per six months are accepted. Coverage of the service is 24x7x365.

Top-BDIIs are currently distributed but in future plans these will be in the same location, run on virtual machines and on different hosts (1 VM is currently handling all the workload). LVS (Linux Virtual Server) will be used. Half of the queries are generated by LHC VOs.

RSV is the Resource Service Validation service that is used for A/R reports. If wlcg flag is on, records are packaged and sent to SAM once every 10 minutes.

J. Gordon: Do you see use cases to monitor services in EGI? Scott: No, we do not monitor or need to monitor services from other infrastructures.

For more information see slides.

## Status of top-BDII deployment in EGI and discussion

P. Solagna - EGI Operations

The output of the July EGI survey on the status of deployment of top-BDIIs across EGI is reported. The presentation also reports on the current performance accomplished by the top-BDIIs and a proposal of coordinated deployment is put forward to improve the overall availability of the service.

17 NGIs replied to the survey, of which 11 have a HA solution, while the remaining 6 do not.

According to the Availability monthly statistics, at least 14 top-BDII instances experienced availability lower than 98%: Austria, Australia, China, Hungary, IGALC, Latvia, Macedonia, Malaysia, Montenegro, ROC LA, Romania, Serbia, of which some instances have been repeatedly providing low availability for various months.

Turkey will adopt a HA solution soon, and IGALC will improve the top-BDII set-up.

Different strategies can be adopted to improve the status:

1. Deploy a high availability configuration (RECOMMENDED), following manual <https://wiki.egi.eu/wiki/MAN05>.





2. Implement a top-BDII cluster across different NGIs (NGIs have to cooperate and keep the deployed cluster consistently updated; all top-BDII instances have to provide the same consistent set of information)
3. Implement client-failover. Client can use a list of top-BDII instances instead of a single one (drawback: the status has to be technically assessed. M. Litmaath: old client versions may be still deployed, not supporting this feature, so this solution has to be adopted with care).

**DECISION.** Starting from October 2011, NGI monthly availability reports will be produced, which will include NGI top-BDII instances (all NGIs will be contacted to get information about the list of instances operated by them to be included in the report). Performance will be monitored on a monthly basis. NGIs whose top-BDII performance is lower than 99% for at least one of the last three consecutive months, will have to provide a service improvement plan. The list of services that are included in the monthly NGI report will be progressively extended taking into account the mechanisms available to produce automatic reports.

D. Collados: if top-BDII availability reports will be produced, a revision of the current AVAILABILITY tests has to be carried out (test of response time and freshness should be included).

**ACTION** (T. Ferrari): To analyze the current set of tests used for top-BDII availability computation and to discuss with top-BDII experts how to extend such as set.

## EGI-InSPIRE Metrics Portal Demo

T. Ferrari/I. Diaz Alvarez (CESGA) – presentation relevant to EGI-InSPIRE partners only

The Metrics Portal is a tool being developed in the framework of EGI-InSPIRE JRA1 to streamline the reporting of NGI and activity metrics (SA1 metrics in our case) that are collected on a quarterly basis as part of the quality assurance activities of the project. So far the SA1 quarterly reporting has been handled on wiki. Starting from QR6 (end of October) the reporting procedures will change, and metrics will be collected in the Metrics Portal.

- From QR6 metrics will be no longer collected on wiki. NGIs and task leaders will have to input metrics in the Metrics Portal.
- NGI and task activity reports will still be edited on wiki for the time being.

A subset of the NGI/task metrics can be collected automatically from various information sources (e.g. the number of cpu cores and storage deployed in a given NGI). Where possible, metrics will be automatically populated. In these cases the NGI/task representatives are requested to:

- (a) Check the automatic value collected and displayed in the Metrics Portal.
- (b) Assess its correctness (errors are possible if information is not correctly published in the information discovery system). NGIs/task leaders are requested amend the pre-filled values by editing them as required (changes will be logged).



(c) Validate the metric value.

No authorization mechanism is in place at the moment to restrict editing of metrics, so people responsible of reporting have to pay special care in order to not manipulate metrics of other partners.

I. Diaz provides a live demo of the tool.

**ACTION (all NGIs):** to test the metric portal, get familiar with the tool and report problems (through GGUS). Critical bugs have to be reported to operations at egi.eu as well.

## PY1 EGI-InSPIRE Review

T. Ferrari/L. Cornwall - SVG Leader

T. Ferrari provides an overview of the main review themes reported in the PY1 project report. These are: sustainability of the EGI ecosystem, extension of the user base, piloting of new service provisioning models and development of an EGI business model exploring new areas of growth and expansion.

For SA1 the main points are:

- Continuous growth of availability and reliability
- Ground-up review of security of EGI tacking into account technical risks as well as other non-technical security risks following the guidelines of the ISO 27000 standards.

NGI\_CH, NGI\_IT, NGI\_DE and UKI express interest in participating. More generally, the collaboration of all NGIs is sought for, especially from experts in ISO standards and risk assessment.

L. Cornwall presents the reviewers' comments in detail (see sides) and the proposed plan to address them. Deliverable D4.4 "Security Risk Assessment of the EGI Infrastructure" (due by the end of 11/2011) will be structured to address some of the reviewers' comments and will provide:

- a complete picture of all security-related areas and activities within EGI, in order to provide a comprehensive view.
- answers to the question "what being secure means in Grids" (ground-up security review)
- information about the EGI risk categories
- the description of the EGI overall plan for risk assessment.

The actual assessment of risks will be carried out by a team of experts after submission and approval of D4.4.