

# Technical Support Team in the Life-Science Grid Community

EGI Technical Forum 2011

Franck Michel

CNRS, I3S



- LSGC comprises 5 VOs, ~500 users
  - biomed, Isgrid, medigrid (D-Grid), pneumogrid (D-Grid), vlemmed
- Biomed:
  - world-wide catch-all life-science VO (~300 users)
  - Mars 2010: set up of a technical support team
    - goal: ensure that VO users experience good resources reliability
    - created to move on in the EGI operation model: no global funding for VOs, active VO members have to contribute to sustainable VO operations



- Monitor resources supporting the VO
  - discuss salient technical issues and investigate solutions
- Take measures to improve support efficiency, QoS
- Be the technical i/f between the LSGC users and the resources providers (NGIs)
- Liaise with EGI-InSPIRE instances (UCB, UCST)
  - express requirements, share experience & learn from others' experience and best-practice
- Make other LSGC VOs benefit from these efforts



- 10 participating labs/organisations
  - 9 teams, 14 people
  - based on volunteering (good will is welcome!)
- Support organised in shifts
  - 1 week shift for one-member team,  
2 weeks shift for 2+-members teams
  - Phone conference at each beginning of shift to ensure smooth transition
- Wiki: <http://wiki.healthgrid.org/Biomed-Shifts:Index>
  - MoMs, operation tools, daily tasks, procedures

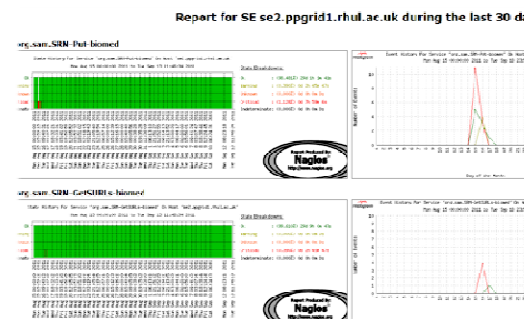


- “Official” tools



- Specific tools

- File management tools (LFCBrowseSE, UPV)
  - List DNs, files migration...
- Report generator for SE
  - Gather reports on one SE over a period of time...





- Daily tasks
  - Identification and follow-up of issues:
    - SEs (81 tickets in 2011)
    - CEs (31 tickets, started 07/2011)
    - VOMS, LFC, Nagios... (13 tickets in 2011)
  - Follow up of tickets from NGIs or users
    - “VO Support” tickets (18 tickets in 2011)
  - VO users management



- Longer term actions
  - Design and adapt procedures:
    - SE decommissioning
    - Probes to anticipate full SE issue (RT 2766)
    - VO membership workflow
  - Ability to detect recurring transient issues (ongoing)
  - Nagios GUI improvements (RT 2690)

- Monitor WMSs
- Other tools may improve support, automate usual tasks (under study)
  - VO Operations Dashboard (derived from the EGI Operations Portal)
  - MyEGI (further tests needed)
  - Topology generator: ATP VO Feeds, FCR (Freedom of Choice for Resources)?
- Handle single points of failure, load sharing
  - VOMS: main VOMS migrated to MySQL, 2<sup>nd</sup> server deployed at HG
  - LFC ([RT 2518](#))





- LSGC dashboard to meet needs not covered by other tools



- VO users db, users lifecycle management
- Files management: migration, decommissioning, cleaning
- Accounting & statistical reports: integration with CESGA/GSTAT, resource usage
- Blacklist/whitelist elements

- Support other VOs of the LSGC
  - Make other VOs benefit from this experience
  - Multi-VO Nagios box?
  - Move from a VO-based to a VRC-based support?
- Addressed needs are not VO-specific nor VRC-specific
  - Some issues to be addressed at the middleware level
  - Would help save time for VO-specific support...
- ... Focus support on VO-users' specific needs
  - Hardly no time for that today



# Thank you

<http://wiki.healthgrid.org/LSVRC:Index>  
<http://wiki.healthgrid.org/Biomed-Shifts>  
biomed-technical-shifts [at] healthgrid [dot] org

