www.egi.eu
@EGI_eInfra

EGI Operations and Relevant Areas

Matthew Viljoen

EGI Foundation

- ## Central Operations and Coordination

Matthew Viljoen
Service Delivery & IS Lead

Baptiste Grenier
Information Security (IS) Manager

Valeria Ardizzone
Service Delivery Officer

Alessandro Paolini
Service Delivery Officer

Cătălin Condurache
Service Delivery Officer

Benjamin Jacobs
Systems Administrator

- ## Distributed Operations

Resource Centre admins/ops teams coordinating at national/regional level. Some ~3000 service endpoints, 225 cloud/htc resource centres and 30 operations centres

- ## Specialized Teams

Computer Security Incident Response Team (CSIRT), Security Policy management, Technical support, Ticket management, Staged Rollout coordination, Accounting & Monitoring staff

Operations Activities

- Service delivery in reliable/trusted way
- Requirements gathering
- Definition + maintenance of OLAs
- Service monitoring
- User accounting
- Service Request & Incident Response

- Service/Software Validation, Verification & Distribution
- Documentation & Expertise Retention
- Authentication & Authorization Infrastructure (AAI)
- Evaluation of Security Threats
- External Liaison
- **NEW:** Collaboration Tools (wiki, confluence, jira, indico, mailing lists, SSO etc.

EGI Core Services (I)

- <u>Accounting Portal</u> and Repository
  - compute, cloud, and storage usage records
  - accounting records collected through APEL
- <u>Application DB</u> (AppDB)
  - provides information on virtual appliances and application software available in the EGI Infrastructure.
  - integrated with the EGI FedCloud
- <u>ARGO Messaging Service</u>
  - used by Accounting, AppDB, Monitoring, and FedCloud services
- <u>ARGO Monitoring Service</u>
  - monitoring the status of the EGI infrastructure
  - A/R reports
- Collaboration tools
  - EGI.eu website, SSO and DNS; indigo, wiki, jira, confluence, rt, mailman
- <u>EGI Workload</u> (Dirac)
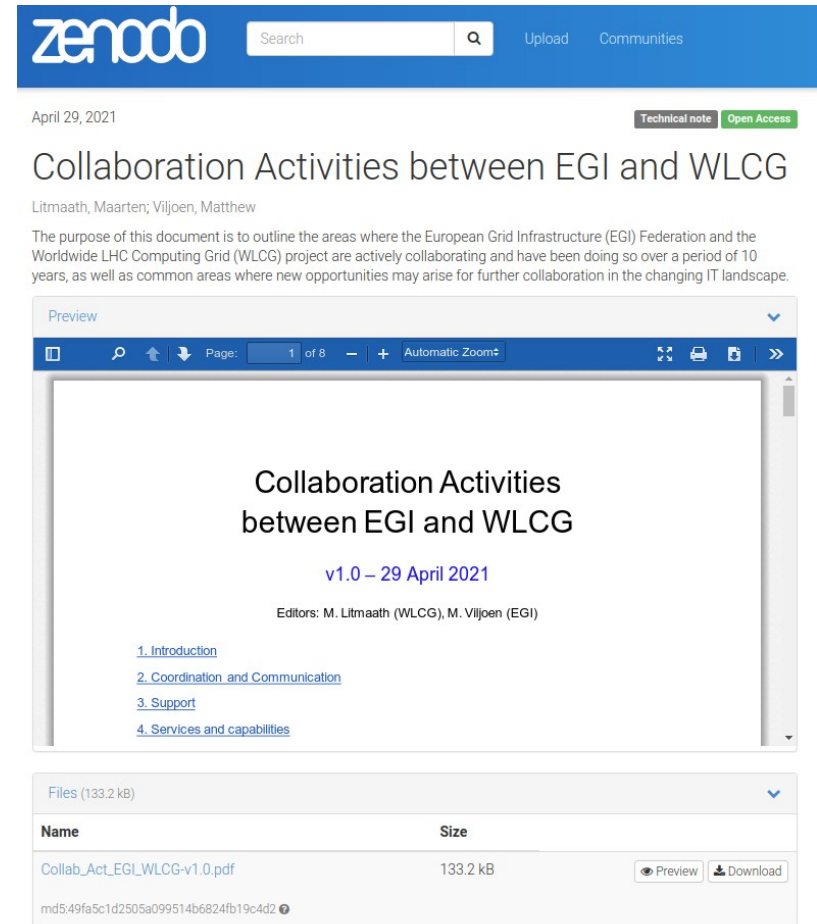 - cluster of instances to allow the users to submit computational tasks to HTC and Cloud services

EGI Core Services (II)

- Helpdesk - GGUS
  - central point for users support
  - register incidents and service requests
- Helpdesk - Human support
  - 1st and 2nd level support
  - tickets triage, first analysis and assignment
  - analysis of configuration and deployment issues and on suspected software defects
    - suggestions of workarounds, creation of a Known Error DB
- Marketplace Services
  - EGI Service Portfolio
- Online CA - RCauth
  - release of temporary X509 certificates
    - token translation
  - Integrated with EGI Check-in
- Operations Portal
  - Operations and security dashboard, VO management facilities, broadcast tool, Service Order Management Back Office (SOMBO), VAPOR (information system)

- Security coordination and security tools
  - Security policies and procedures
  - middleware risk assessment
  - security incidents, vulnerabilities handling
  - security monitoring
- Configuration Database - GOCDB
  - infrastructure topology source
- Services for the AAI
  - AAI platform - EGI Check-in
  - Attribute management (PERUN)
  - VOMS catch-all server
- Unified (and Cloud) Middleware Distribution - UMD and CMD
  - infrastructure supporting the UMD release process
  - quality assurance, staged rollout
  - middleware release

EGI Foundation responsibilities

- EGI Infrastructure oversight
    - monitor the overall status of services, resource centres, and NGIs
    - measure the fulfilment of agreed service level targets
    - problems follow-up
    - technical support to NGI Operators, Resource Centre administrators, and user communities

- Coordination of activities with the Operations Management Board and the User Community Board
    - procedures and policies
    - new technologies
    - technical roadmap of EGI Core Services and requirements gathering

- Coordination of regional activities
- Support to users and resource centres
  - provide help in resolutions to operational incidents and problems
  - escalating these to higher-level teams in case of need for specialized support
- Manage the Resource Centre OLA with respective Resource Centres
  - the services provided by respective Resource Centres are in compliance with the OLA
  - report violations
  - enforcement of the related procedures and policies
- proactively check the status of the Resource Centres, and monitor the progress of open tickets
- Security
  - interface between EGI Central Security and Incident Response Team and the Resource Centre Security officers
  - overview the security incidents and vulnerability issues occurred to their sites
- Be a member of Operations Management Board
  - attend OMB and other operations meeting when needed
- Ensure the accuracy of the information in GOCDB

- Whitepaper outlining technical cooperation areas: https://zenodo.org/record/4717751

- Services of mutual benefit
  GOCDB, Accounting, Helpdesk, Availability & Monitoring, Ops Portal, EGI AAI, SW Distribution & Support, Security

- Forums, Events and Dissemination
  Conferences, workshops and technical groups

- Service evolution
  AAI move from X509, GCF support for Globus legacy, CVMFS

- EOSC and HPC

- Environmental Impact and Green Computing

Relevant Areas – CMS

- Lithuania achieves CERN Associate Member state status in 2017
  https://home.cern/news/news/cern/lithuania-becomes-associate-member-state-cern

- Lithuanian activity within CMS collaboration:

  – the Lithuanian Academy of Sciences
    (contact: Andrius Bernotas)

  – Vilnius University
    (contacts: Aurelius Rinkevicius, Andrius Juodagalvis)

- Summer school with students working at CERN IT department

EGI: Advanced Computing for Research

Thank you for your attention.
Questions?

www.egi.eu
@EGI_eInfra