



Operations Management Board (OMB)

Meeting:	Operations Management Board
Date and Time:	25 October 2011
Venue:	Lyon, EGI Technical Forum
Agenda:	https://www.egi.eu/indico/conferenceDisplay.py?confId=615

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Participants

Name and Surname	Abbr.	Organisation	Membership ¹
Andres Aeschlimann		Switch, NGI_CH	member
Jan Astalos		UI SAV, NGI_SK	Member
Goncalo Borges		LIP	Member
Daniele Cesini		INFN, IGI	JRA1 Leader
Hélène Cordier		NGI_FRANCE	Member
Claire Devereux		STFC, UKI	Member
Tiziana Ferrari		EGI.eu	Chairman
Luciano Gaido		INFN, IGI	Member
Vera Hansper		CSC/NDGF, NGI_NDGF	Member, TSA1.8
Christos Kanellopoulos		AUTH/GRNET	TSA1.8 Leader
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
Miroslav Ruda		NGI_CZ	Member
Peter Solagna		EGI.eu	Minutes
Onur Temizsoylu		TUBITAK, NGI_TR	Deputy Member
Ulf Tigerstedt		CSC	TSA1.8
Ron Trompert		SARA, NGI_NL	Member, TSA1.7
Anders Waananen		UCPN, Denmark	Member

ACTION REVIEWS

Action Owner		Content	Status
Actions from the 25 October OMB meeting			
15.01	T. Ferrari	To contact the SAM team to request a change to profile WLCG_CREAM_LCGCE_CRITICAL to include org.bdii.Freshness → CLOSED. The change will be applied to ROC_CRITICAL (currently equivalent to WLCG_CREAM_LCGCE_CRITICAL) and parallel statistics will be made available starting with the November A/R Report for comparison in order to assess discrepancies. If everything goes well, ROC_CRITICAL will replace the WLCG one in EGI, thus	CLOSED

¹ Member, Observer, in Attendance

		making the EGI and WLCG OPS reports independent from each other.	
15.02	P. Solagna	To collect information from NGIs about usage of CERN top-BDII and pass it to CERN → mail sent by P. Solagna to collect information from NGIs	IN PROGRESS
15.03	NGIs	To evaluate the proposal for the configuration of all NGI services under a NGI-specific GOCDB site for an easy generation of A/R statistics.	OPEN
15.04	T. Ferrari, M. David	To monitor progress of CREAM SR once released by EMI, and to propose an early release of UMD in December if SR succeeds.	IN PROGRESS
15.05	T. Ferrari	To check if site certification time is considered when computing A/R statistics	OPEN
Actions from the 19 September OMB meeting			
14.01	T. Ferrari	To contact EMI to verify the level of support of EMI towards the development of messaging clients. → IN PROGRESS. Mail sent on 27/09. → EMI does not support messaging clients in any form; ""As the EMI PT does not currently have any product, it should not receive any support tickets. We assume that the messaging clients mentioned are from third party suppliers and as such the support tickets should be directed towards them directly.""	CLOSED
14.02	T. Antoni	To assess the status of the interface between GGUS and the OSG ticketing system and circulate it. → CLOSED. T. Antoni reports that there are no known issues related to the ticketing system interface between GGUS and the OSG system	CLOSED
14.03	M. Ma	To assess the current communication channels EGI ↔ OSG in case of incidents and critical vulnerabilities involving both parties. → A workflow is needed to share security tickets and discussion is needed to find a ticketing system that satisfy EGI CSIRT and OSG requirements.	IN PROGRESS
14.04	D. Cesini/JRA1	To assess the impact of caching in top-BDII on operational tools and produce a written report. → material being collected in preparation to the 01 December workshop	IN PROGRESS
14.05	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 set	IN PROGRESS
14.06	All NGIS	To test the metric portal (http://metrics.egi.eu/), get familiar with the tool and report problems through GGUS. Critical bugs have to be reported to operations at egi.eu as well. → metric portal used for submission of QR6	CLOSED
14.07	All NGIs	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 contributions are fundamental to address the PY1 review comments. → Draft D4.4 being drafted. Volunteers added to a dedicated mailing list.	CLOSED
Actions from the 26 July OMB meeting			
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. → ON HOLD. Waiting for the activation of the Service Level Management SU in GGUS → CLOSED. Procedure approved and available at: https://wiki.egi.eu/wiki/PROC10	CLOSED
13.11	COD	To discuss with the operations portal team a new automatic escalation case (5 days after the operations manager is notified) → following progress in ticket https://ggus.eu/ws/ticket_info.php?ticket=76260	IN PROGRESS
Actions from the 21 June OMB meeting			
12.03	T. Antoni	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. → CLOSED. Requirement left open at low priority as requesting site has no plan to deploy virtualization (which would be a possible solution to the problem)	CLOSED
12.09	T. Ferrari	To assign wiki documents ready for revision to the respective reviewers	OPEN

Actions from 17 May OMB meeting			
11.05	Operations Managers	DECISION. <ul style="list-style-type: none"> All sites that became CANDIDATE during 2010 must complete their certification process or be switched to CLOSED 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 All sites that became SUSPENDED during 2010 must be re-certified or CLOSED. DEADLINE: June 17 2011	IN PROGRESS
Actions from Oct 2010 OMB meeting			
Action 3.	TF	to update as necessary the procedure to retire middleware components (https://edms.cern.ch/document/985325). https://rt.egi.eu/rt/Ticket/Display.html?id=347	OPEN
Note: Actions from previous meetings are closed.			

Introduction

Tiziana Ferrari/EGI.eu

- The OPS VO AUP needs to be updated as it was not changed since EGEE times. The proposed changes circulated by e-mail are **APPROVED**.
- No comments circulated about PROC 10 for the re-computation of monitoring results and availability statistics. As the Service Level Management SU is now available in GGUS, PROC 10 is now **APPROVED** and will come into force on Nov 01 2011.
- Announcement of workshop "Towards an Integrated Information System" (<https://www.egi.eu/indico/conferenceDisplay.py?confId=654>). The workshop will take place on December 01 in Amsterdam. Information system experts from NGIs are invited to subscribe to the workshop. The workshop offers a unique opportunity to assess the current deployment issues of BDII, understand tool dependencies, and discuss requirements for integration of this capability with ARC, gLite, UNICORE and GLOBUS. NGIs who are willing participate have to register (see registration page on the on-line agenda).
- Update on proposed changes to EGI-InSPIRE DoW. T. Ferrari illustrates changes introduced by the new EGI-InSPIRE DoW being discussed by the PMB, with a focus on the implications on SA1 activities (see slides on agenda). The draft DoW (still to be approved by PMB) was circulated to the OMB shortly after the meeting. All EGI-InSPIRE partners are invited to read and provide comments through their PMB representative.
- Update on IPv6 survey and TCB activities. All NGIs are invited to participate to the IPv6 survey. Purpose of the survey is to establish a task force interested in paving the way towards the EGI readiness to IPv6. Purpose of the task force is to implement a testbed for assessment of the software, and for the definition of EGI priorities in terms of IPv6 compliance of the deployed software.



- gLite 3.2 standard support will finish at the end of October 2011. NGIs are requested to contact resource centre administrators to upgrade to EMI.
 - The OMB f2f meeting in January is confirmed on Tuesday the 24th in Amsterdam. During that week other NGI coordination meeting will be co-located.
 - Change in responsibilities:
 - Pekka Lehtovuori hands operations management of NGI_FI to Vera Hansper
 - Andres Aeschlimann hands operations management of NGI_CH to Simon Leinen
 - Torsten Antoni hands operations management of NGI_DE to Dimitri Nilsen
- Thanks to Pekka Lehtovuori, Andres Aeschlimann and Torsten Antoni for their collaboration.

Submission of QR6

Peter Solagna/EGI.eu presents the metric portal and gives instructions on how to submit NGI and task metrics for QR6. NGI and Task activity reports still have to be submitted via wiki as in the past.

FOR APPROVAL: Resource Provider OLA

Georgios Fergadis/AUTH presents the new RP OLA. This is the first version of the document to be approved. In comparison with previous drafts, the document now includes a subset of NGI services (only those who can be realistically monitored to date and/or whose A/R statistics can be collected for existing tools). The plan is to extend the document by adding more services when A/R reporting of additional services will be possible.

For the information discovery capability (top-BDII for NGIs deploying gLite), the minimum availability requested is 99% to be in-line with the WLCG and OSG corresponding service target requirements.

The liability introduced says: “Resource infrastructure Providers violating the minimum service targets specified in this document are requested by EGI.eu to provide justifications and a plan for service enhancement. The violating partner MUST provide a status report and a plan for the improvement of the service within one month from the date of notification. Information and progress are tracked via GGUS tickets.” This means that one month of underperformance is sufficient to trigger a follow-up procedure.

DECISION. The Resource infrastructure Provider OLA is approved. Its approval will be a pre-requisite for the future integration of a new Resource infrastructure Providers into EGI. Those who are already integrated accept the OLA being it approved today by the OMB. Procedure <https://wiki.egi.eu/wiki/PROC02> will be updated accordingly by COD.

In order to give NGIs time to improve their top-BDII installations, no follow-up procedure will be adopted for three months (October-November-December 2011). Starting with the A/R statistics of December – these will be distributed in January 2012 - COD will be responsible of following up NGI



underperformance. For NGIs using a top-BDII operated by a third party, the performance of the third-party instance will be considered.

DECISION. Resource infrastructure Provider performance (top-BDII) will be followed up starting in January 2012. All providers are requested to improve their top-BDII installations in the meanwhile.

M. Barroso (CERN) requests an inventory of NGIs/RCs using the top-BDII CERN instances in order to assess the current deployment status. Offering this service in the framework of the WLCG collaboration is ok, but the overall status, number of RCs and impact has to be understood.

Action (P. Solagna): to collect information from NGIs about usage of CERN top-BDII and pass it to CERN for discussion.

FOR APPROVAL: addition of metric org.bdii.Freshness to profile WLCG_CREAM_LCGCE_CRITICAL

Tiziana Ferrari/EGI.eu proposes the addition of a new site BDII metric for RC A/R computation. The affected profile is WLCG_CREAM_LCGCE_CRITICAL.

*name of SAM test(s): org.bdii.Freshness

*name of service on which the test runs: site-BDII

*motivation: the current A/R profile used for resource centre monthly availability reports is ROC_CRITICAL. For the site-BDII currently just two metrics are being checked: org.bdii.Entries and org.gstat.SanityCheck (see https://wiki.egi.eu/wiki/Availability_and_reliability_tests and http://grid-monitoring.cern.ch/myegi/sam-pi/metrics_in_profiles?vo_name=ops&profile_name=ROC_CRITICAL).

Metric org.bdii.Freshness is currently missing. It was introduced with SAM-update-04 (around September 2010). This probe checks freshness of BDII data. In case data is 20 minutes old, it raises WARNING and CRITICAL if it is older than 1h.

DECISION. Org.bdii.Freshness will be added for computation of site-BDII A/R statistics.

Action (T. Ferrari). To contact the SAM team to request the implementation of this change.

top-BDII NGI monthly A/R statistics

Peter Solagna/EGI.eu presents the result of the first A/R report including NGI top-BDII performance statistics (September 2011). All NGIs are requested to check if their list of top-BDIIs is correct.

The authoritative source of A/R figures used for the computation is MyEGI (ROC profile). The computation algorithm is the same used for RC statistics (if an NGI deploys various instances these are OR-ed). Due to limitations to the framework that produces A/R reports, the top-BDII A/R report is currently produced by a script maintained by P. Solagna. A more sustainable solution is needed in the medium term (see also later on in the agenda "Proposal for GOCDB configuration of NGI Services"). The



manual maintenance of a list of NGI services is not sustainable, this list needs to be declared by the NGI itself and must be handled programmatically.

Report from EMI all hands meeting

Peter Solagna/EGI.eu provides a report of various topics discussed at the last EMI and hands meeting. See slides.

Proposal for GOCDB configuration of NGI services

Daniele Cesini/IGI presents a proposal for the GOCDB configuration of NGI core grid services which allows for an easy extraction of A/R statistics from the existing framework of tools and the existing Availability Computation Engine (which is a tool developed by WLCG). The existing ACE framework needs to be used as-is, as it is unlikely that extensions will be implemented to meet non-WLCG requirements. So impact of NGI reports on tools (in terms of new developments) needs to be minimized.

By grouping NGI services (WMS, LFC, top-BDII, ...) into a single dedicated site, a summarized site A/R figure can be produced using profile ROC_OPERATORS.

The presented approach was successfully run to production by NGI_IT.

The document attached to the agenda shows how this configuration mechanism can be adopted also for geographically distributed services, so it can be adopted both in case of single-instance NGI services and in case of clustered NGI services running under single DNS alias.

The proposed solution addresses the problem allows the discrimination between services operated by an NGI (these will be registered as belonging to a NGI dedicated site), and services operated by RCs (in the framework of local activities, projects etc.).

The site contacts are NGI operations staff (not the site administrators where the physical instance of the service is hosted). In this way the responsible partner can be contacted in case of failure.

ACTION (NGIs). All NGIs are requested to evaluate the applicability of this approach to their NGI and to provide feedback.

Action (T. Ferrari). To check if site certification time is considered when computing A/R statistics.

AOB

Tiziana Ferrari/EGI.eu

- FTS and VOMS/Oracle won't be part of UMD for the time being, because of a lack of WCLG sites contributing to staged rollout of these services and the limited deployment scale. There are chances this policy will be applied to LFC/Oracle too, as to date no candidates are available too.



- WLCG Technical Evaluation Groups (TEG). EGI.eu (T. Ferrari) will participate to the WLCG TEG group on operations, which aims at assessing various technical areas such as Monitoring (SAM, Nagios, etc.), Support tools (APEL, GGUS, etc.), Underlying services (ActiveMQ, etc.), Operational requirements on middleware, Application software management (e.g. cernvmfs), Software management of middleware, Deployment management, Configuration management. Purpose of EGI participation is to contribute with information about existing EGI processes, requirements, support tools and promote collaboration with WLCG. Infrastructure representatives are T. Ferrari (SA1), D. Cesini (JRA1), R. Quick: (OSG). T. Ferrari will periodically update the OMB about progress.
- H. Cordier: an early release of CREAM with fixed SGE support is needed to replace existing LCG-CE instances (this is now urgent due to the support which stops at the end of October). Action (T. Ferrari, M. David) to monitor progress of CREAM SR once released by EMI, and to propose an early release in UMD in December.