**Operations Management Board (OMB)**

|  |  |
| --- | --- |
| **Meeting:** | Operations Management Board |
| **Date and Time:** | 20 December 2011 |
| **Venue:** | phone meeting |
| **Agenda:** | https://www.egi.eu/indico/conferenceDisplay.py?confId=617 |

Participants 2

ACTION REVIEWS 2

Introduction 4

Submission of QR6 5

FOR APPROVAL: Resource Provider OLA 5

FOR APPROVAL: addition of metric org.bdii.Freshness to profile WLCG\_CREAM\_LCGCE\_CRITICAL 6

top-BDII NGI monthly A/R statistics 6

Report from EMI all hands meeting 7

Proposal for GOCDB configuration of NGI services 7

AOB 7

# Participants

|  |  |  |  |
| --- | --- | --- | --- |
| Name and Surname | Abbr. | Organisation | Membership[[1]](#footnote-1) |
| Andres Aeschlimann |  | Switch, NGI\_CH | member |
| Emrah Akkoyun |  | TUBITAK, NGI\_TR | Deputy Member |
| Jan Astalos |  | UI SAV, NGI\_SK | Member |
| Maite Barroso |  | CERN | Member |
| Riccardo Brunetti |  | INFN, NGI\_IT |  |
| Goncalo Borges |  | LIP | Member |
| Hélène Cordier |  | NGI\_FRANCE | Member |
| Mario David |  | LIP, Ibergrid | Member, TSA1.3 |
| Claire Devereux |  | STFC, UKI | Member |
| Tiziana Ferrari |  | EGI.eu | Chairman |
| John Gordon |  | STFC, UKI | Member |
| Nikola Grkic |  | NGI\_AEGIS | Deputy Member |
| Vera Hansper |  | CSC/NDGF, NGI\_NDGF | Member, TSA1.8 |
| Emir Imamagic |  | SRCE, NGI\_HR | Member, TSA1.4 |
| Kostas Koumantaros |  | GRNET | Member |
| Malgorzata Krakowian |  | ACC CYFRONET, NGI\_PL | Member, TSA1.7 COD |
| Simon Leinen |  | SWITCH, NGI\_CH | Member |
| Tore Mauset |  | UNINETT, Norway |  |
| David Meredith |  | STFC | EGI-InSPIRE JRA1 GOCDB |
| Marcin Radecki |  | CYFRONET, NGI\_PL | Member, TSA1.7 |
| Miroslav Ruda |  | NGI\_CZ | Member |
| Peter Solagna |  | EGI.eu | Minutes |
| Alex Stanciu |  | ICI, NGI\_RO | Member |
| Luuk Uljee |  | SARA NGI\_NL | Member, TSA1.7 |
| Paolo Veronesi |  | INFN, NGI\_IT | Member |
| Anders Waananen |  | UCPH, Denmark | Member |
| Pavel Weber |  | KIT, NGI\_DE | Deputy Member |
| Todd Wu |  | ASGC, Asia Pacific | Deputy Member |

Some participants were connected through skype and phone bridges.

# ACTION REVIEWS

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Action Owner** | | **Content** | **Status** |
| **Actions from the 20 December OMB meeting** | | | | |
| **17.01** | T. Ferrari | To ensure that M. Ma participate to the works of the WLCG Security TEG 🡪 Mail sent on the 21st of December | | IN PROGRESS |
| **17.02** | NGIs | To participate to the two EGI surveys on NGI operational services, and EGI.eu operations Global Services by the 19th of January | | OPEN |
| **17.03** | T. Ferrari | To contact all partners that are responsible of Global Services (SA1) to provide information on costs and sustainability of Global Services 🡪 CLOSED. Mail sent on the 21st of Dec | | CLOSED |
| **17.04** | T. Ferrari/P. Solagna | To contact NGIs who are in favour of changing their GOCDB configuration of critical services and implement changes during Jan/Feb and to support the other NGIs in computing their A/R statistics by extracting data from the SAM PI | | OPEN |
| **17.05** | T. Ferrari | To review the naming scheme of EGI profiles when POEM will be in production | | OPEN |
| **17.06** | P. Solagna | To rerun a WLCG\_CREAM\* and ROC\_CRITICAL profile comparison for December 2011. | | OPEN |
| **17.07** | COD | To reassess the UNKNOWN test percentage in March 2012 | | OPEN |
| **Actions from the 28 November OMB meeting** | | | | |
| **16.01** | All NGIs | to check the list of sites using the CERN BDII. If usage of the CERN BDII is NOT supported by the NGI, NGIs are requested to contact their site administrators to fix it. 🡪 M. Barroso, CERN top-BDII usage policy: external sites are requested to deploy the local top-BDII authoritative instance (NGI instance) | | CLOSED |
| **16.02** | M. Ma | To consult with technology providers and VOs with the aim of updating the EGEE notice about maximum proxy lifetime. | | OPEN |
| **16.03** | V. Hansper | To open a GGUS ticket to request SAM to decommission the ARC RLS metric | | CLOSED |
| **16.04** | All NGIs | To discuss with ROD team the switching of new metrics to OPERATIONS (org.nagios.BDII-Check, org.sam.CREMCE-DirectJobSubmit, hr.srce.LB-CertLifetime, hr.srce.MyProxy-Store, org.nagios.GridFTP-Check, org.sam.WMS-JobSubmit). In case of problems, feedback must be returned by the 19th of Dec to the OMB. 🡪 CLOSED (20/12/2011) list approved | | CLOSED |
| **16.05** | T. Ferrari | To contact the Operations Portal PT to discuss the time needed to include new metrics in the list of existing OPERATIONAL metrics. 🡪 Mail sent o nthe 7th of Dec 🡪 Switching on of new metrics can be done directly on the operations portal. New metrics will be turned into OPERATIONS on the 2nd of Jan 2012. | | CLOSED |
| **16.06** | J. Walsh | To submit a RT requirement of change of the MPI probe 🡪 e-mail discussion in progress related to ticket <https://ggus.eu/ws/ticket_info.php?ticket=76755> and to the correct setting of PolicyMaxWallClockTime and PolicyMaxObtainableCPUTime. | | IN PROGRESS |
| **16.07** | All NGIs | To submit new middleware requirements for ARC/gLite/GLOBUS/UNICORE by January 15 2012. All NGIs are requested to contact their site administrators to involve them in this process | | IN PROGRESS |
| **16.08** | All NGIs | To invite their site administrators to participate to the EMI Survey on SLURM support in CREAM (<http://www.zoomerang.com/Survey/WEB22DWEANYTKU>). Deadline of the survey is on the 14th of December 🡪 CLOSED. Results presented at the Dec OMB. | | CLOSED. |
| **16.09** | All NGIs | To send comments to the OMB mailing list by Friday 16 December about the proposed changes in GOCDB for the registration of NGI services, in order to produce NGI Availability/Reliability statistics. Depending on the feedback received, the proposal will be accepted/rejected at the OMB meeting in December 🡪 discussion at the Dec OMB | | CLOSED |
| **Actions from the 19 September OMB meeting** | | | | |
| **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. 🡪 20/12/2011: discussion with OSG at the Jan 2012 OMB | | IN PROGRESS |
| **Actions from the 26 July OMB meeting** | | | | |
| **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> 🡪 escalation mechanism approved | | CLOSED |
| **Actions from the 21 June OMB meeting** | | | | |
| **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.   * 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. Action approved at the Nov OMB to clear the list of SUSPENDED and CANDIDATE sites. Sites that are regional should be declared as such in GOCDB now that the scoping function is supported in GOCDB. | | 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 reviews the current open actions for NGI operations managers. Actions are always recorded at <https://wiki.egi.eu/wiki/OMB>.

January 2012

* ACTION 1. **DEADLINE 15 January** To submit new middleware requirements by January 15 2012. All NGIs are requested to contact their site administrators to involve them in this process. Requirements have to be submitted as RT tickets ([Instructions](https://wiki.egi.eu/wiki/Middleware#How_to_submit_requirements)). IMPORTANT: the call for requirements concerns all the deployed middleware stacks that are supported in EGI - ARC, gLite, GLOBUS and UNICORED).
* ACTION 2. **DEADLINE 15 January** To review [Resource Centre Decommissioning Procedure](https://wiki.egi.eu/wiki/PROC10draft)
* ACTION 3. **DEADLINE 19 January** [EGI Global Services survey](http://www.zoomerang.com/Survey/WEB22E6SNB4NW7) and [NGI Int. Services survey](http://www.zoomerang.com/Survey/WEB22E7RRUPNQY)
* ACTION 4. **DEADLINE 19 January** Proposal: new [GOCDB roles](https://wiki.egi.eu/wiki/GOCDB/Release4/Development/NewRoles)

December 2011

* ACTION 1. **DEADLINE 31 December** To check the [list of sites](https://www.egi.eu/indico/conferenceDisplay.py?confId=616) using the CERN BDII. If usage of the CERN BDII is NOT supported by the NGI, NGIs are requested to contact their site administrators to fix it.
* ACTION 2. **DEADLINE 31 December** To check if your NGI hosts one or more SUSPENDED/CANDIDATE sites that entered this status before 01 June 2011.
* ACTION 3. **DEADLINE 21 December** Comments to [D4.4](https://documents.egi.eu/document/863) Security Risk Assessment of the EGI Infrastructure

CERN top-BDII usage policy. While usage of top-BDII at CERN does not pose operational problems, the CERN usage policy of this service requires that all EGI sites use their local authoritative top-BDII instance. These instances are listed at: <https://wiki.egi.eu/wiki/Top-BDII_list_for_NGI>, and are those whose performance is monthly monitored. All NGIs are requested to enforce this policy with their sites.

UMD 1.4.0 was released on the 19th of December: <http://repository.egi.eu/2011/12/19/release-umd-1-4-0/>. Updates for APEL parsers, GE Utils, CEMon, BLAH and CREAM will be included in a later UMD release to a memory leak found in BLAH affecting PBS and LSF (but not GE).

H. Cordier: NGI\_FR has performed work on BLAH to be able to interact with SGE, is it possible to integrated these developments into UMD? T. Ferrari: open a RT requirement (owner: T. Ferrari)

T. Ferrari updates on the works of the WLCG Operations TEG and about the outcome of the Information System Workshop (see slides).

H. Cordier: it is important that EGI is represented in the WLCG Security TEG.

**Action** (T. Ferrari): to contact M. Ma in order to ask him to join the WLCG Security TEG.

# Sustainability of EGI operations: SA1 contribution to the EGI Sustainability workshop

T. Ferrari/EGI.eu presents the structure of the EGI sustainability workshop which will take place in Amsterdam in the days 24-26 Jan 2012. EGI Operations are requested to provide input to the workshop on Wednesday 25 Jan. In order to collect material two surveys are now open (<https://wiki.egi.eu/wiki/EGI_Operations_Surveys#NGI_International_tasks_and_EGI_Global_Services>). DEADLINE for submission of feedback is the 19th of January, one reply per NGI/EIRO/Resource infrastructure Provider is requested.

Note: all Resource infrastructure Providers are invited to participate to the two surveys (also those that are not members of the EGI-InSPIRE project).

The surveys only address operational services.

SURVEY 1: NGI International Services.

NGIs are requested to perform a self-assessment of their NGI operational services. This includes a short written report of each service for 2011, and an assessment of the total manpower cost of the service. The cost to be specified is the **total** cost sustained (which could exceed the EGI-InSPIRE funding received by NGI members). NGIs are requested to provide information on the sustainability of the NGI operations services after the end of EGI-InSPIRE.

SURVEY 2: EGI.eu Global Services

NGIs are requested to assess the performance of EGI.eu operational Global Services.

**Action (All NGIs): to participate to the two surveys by the 19th of January**.

H. Cordier/J. Gordon: an assessment of costs of Global Services is needed; information on NGI funding secured for Global Services after EGI-InSPIRE is necessary.

Action (T. Ferrari): to contact all partners that are responsible of Global Services (SA1) to provide information on costs and sustainability of Global Services.

# OMB Calendar

**DECISION. The Jan-July 2012 OMB calendar is approved**.

# FOR APPROVAL: New list of OPERATIONS metrics

T. Ferrari/EGI.eu

**DECISION. The following set of metrics – introduced with SAM Update 7 and Update 11 – are approved to become OPERATIONS metrics (i.e. raising alarms in the operations dashboard in case of critical errors):**

* **(BDII) org.nagios.BDII-Check**
* **(CREAM) org.sam.CREAMCE-DirectJobSubmit**
* **(LB) hr.srce.LB-CertLifetime**
* **(MYPROXY) hr.srce.MyProxy-Store**
* **(WMS) org.nagios.GridFTP-Check, org.sam.WMS-JobSubmit**

**These metrics will come into force on the 2nd of Jan 2012 and a broadcast will be distributed to announce this change**.

# FOR APPROVAL: Plan for registration of NGI services in GOCDB

T. Ferrari/EGI.eu

A proposal (see slides) is presented to overcome the current difficulty in extracting availability/reliability statistics for NGI critical services. These statistics are used:

* For funding agencies and users (service level management best practice)
* To assess recurrent problems affecting deployed services across the infrastructure, e.g. [top-BDII](https://ggus.eu/tech/ticket_show.php?ticket=73840)
* To support new NGIs in improving A/R

The NGI grid services relevant to the proposal are:

* Critical services: VOMS, top-BDII, WMS/LB, central catalogue etc. (whose service targets are/will be defined in the RP OLA, as the top-BDII whose minimum availability requested is 99%)
* Central operational tools: NGI SAM

Only NGI authoritative instances (those whose usage is supported and recommended by the NGI) are relevant. The proposal consists in grouping these services into a single GOCDB site (if currently distributed across multiple sites in GOCDB), so that profile ROC\_OPERATORS can be used to compute a summarized availability figures per service flavor and per NGI, without requesting extensions in the operational tools. In the future two different profiles could be used: one profile for the grid services, and separated one for the NGI operational tools (e.g. NGI SAM). Small NGIs who already have all core services hosted by 1 single site in GOCDB (or which operate a single site), have the option of creating a new site (PROPOSAL A) or to keep the existing configuration (PROPOSAL B) in which case availability/reliability figures will include CE and SE availability statistics (because of the definition of the ROC\_OPERATORS profile). Once a new profile will be available (likely after POEM will be in production with the next SAM release), by excluding CEs and SEs NGI availability statistics will accurately reflect the NGI critical services availability.

E. Imamagic: A profile dedicated to operational tools will be released with the next SAM update (it is needed also for the monitoring and availability computation of core EGI.eu operational services).

For a permanent solution to the problem of generating NGI A/R statistics, extensions are needed in GOCDB to cluster distributed critical services into one group, these are expected to be released at the end of March 2012. Following to this, the SAM Aggregated Topology Provider will need to be adapted to import topology information from a GOCDB grouping (technically, a GOCDB grouping is different from a GOCDB site).

15 NGIs supported PROPOSAL A/B by e-mail.

**DECISION. The following plan is approved. NGIs will be individually consulted in case they are interested in changing the GOCDB configuration of their critical service. For those interested, the changes will be implemented during Jan and Feb in order to have the first NGI availability report in March 2012.**

**Those NGIs who cannot adapt to the proposed solution, will provide their statistics monthly by e-mail. Statistics can be computed by NGIs by extracting figures from the SAM Programmatic Interface. EGI.eu will support NGIs in extending the existing script for top-BDII availability/reliability computation**.

**Action** (T. Ferrari) To review the naming scheme of EGI profiles when POEM will be in production

# FOR APPROVAL: change in profile for A/R EGI statistics

T. Ferrari/EGI.eu

WLCG\_CREAM\_LCGCE\_CRITICAL and ROC\_CRITICAL are identical profiles with the exception that ROC\_CRITICAL now include metric org.bdii.Freshness. A/R weekly statistics were compared using the two profiles in the weeks 2011-11-14, 2011-11-28, 2011-11-21. The differences detected are negligible, and in all cases related to a failure of the freshness test on the site-BDII.

**DECISION. The OMB approves the replacement of the current profile WLCG\_CREAM\_LCGCE\_CRITICAL with ROC\_CRITICAL, starting with the A/R statistics of January (the changes will be reflected in the report that will be distributed at the beginning of February 2012**).

H. Cordier: consistency between OPS A/R statistics distributed by WLCG and EGI is desirable from the point of view of the site managers.

T. Ferrari will inform the SAM team at CERN about the change in the profile, so that if interested, WLCG can implement this change in the WLCG OPS profile (based on WLCG\_CREAM\_LCGCE\_CRITICAL). The proposal of keeping OPS A/R profiles aligned in EGI and WLCG has already been discussed at the WLCG MB and it was rejected.

G. Borges: site-BDII has been suffering from various instabilities, it is unfair to penalize sites for this.

T. Ferrari: a recomputation is possible in case a failure is not due the site but rather to a middleware problem https://wiki.egi.eu/wiki/PROC10. BDII releases from EMI 2.0 will depend on openldap 2.4 also for site BDII, and various memory leaks were reported to be fixed in EMI 2.0 during the Information System Workshop.

Comparison of the two profiles will be re-run for December. **ACTION** (P. Solagna)

# FOR APPROVAL: followup of UKNOWN test results

**DECISION. The OMB approves the following proposal in order to reduce the number of UNKNOWN test results in SAM: starting in Jan 2012 each month COD team will send a GGUS tickets to NGIs indicating the list of sites which are above 10% of UNKNOWN. In the ticket COD will ask the NGI to investigate the issue and fix the problem. NGIs should close the ticket as a sign that they are aware of the problem and received the information.**

Note well: the ticket is submitted to the NGI support unit, not to sites, as in some cases a high percentage of UNKNOWN tests may be due to problems with the NGI SAM installation which have nothing to do with the site.

H. Cordier reports problems of high UNKNOWN rate due to the messaging infrastructure not passing on test results. T. Ferrari: the broker network was recently upgraded. T. Ferrari suggests to open a ticket in GGUS to the “messaging” SU, so that this kind of problem can be investigated.

The percentage of UNKNOWN results will be reassessed by COD in March.

# Results of survey: SLURM support in CREAM

T. Ferrari/EGI.eu

39 Sites will consider to replace their current LRMS with SLURM if supported by CREAM. These sites in total contribute 64600 cores (17% of the job slots available in the infrastructure). 23 of these contribute individually more than 1k cores.

**DECISION. The OMB approves the requirement of SLURM support in CREAM with medium/high priority**.

T. Ferrari will open a RT requirement for this, which will be submitted to the TCB (https://rt.egi.eu/rt/Ticket/Display.html?id=3262).

NEXT OMB Meeting: 24 January 2012 (Amsterdam).

1. Member, Observer, in Attendance [↑](#footnote-ref-1)