

Developments within SA1 and the NE federation

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- **Contents**
 - From COD to ROD/c-COD
 - TPM
 - Reorganisation of work within the NE federation
 - Further SA1 developments toward EGI

- **Starting point at the beginning of EGEE III**
 - ROC is regional operations centre
 - Responsible for user and site support within region
 - Site certification for sites who want to join the infrastructure as RC
 - NE federation consists of the Benelux, Scandinavian and Baltic countries
 - ROC duties in the NE federation are performed by 6 sites, i.e. 3 in Sweden and 3 in the Netherlands.
 - GGUS tickets related to sites in the NE region are assigned to the ROC
 - Handling of these GGUS tickets done in a weekly schedule by SARA and one site in Sweden (ROC-on-Duty)
 - Until now no TPM or COD duties

- **COD**

- COD monitors results of SAM tests and raises GGUS tickets against sites failing SAM tests
- COD monitors the progress reported in these tickets
- COD starts an escalation procedure when sites are not responsive
- A primary and backup COD team monitored half the infrastructure each
- COD duties rotated over all participating ROCs

- **ROD/c-COD**

- In the EGI era the infrastructure will be operating in a more decentralised mode
 - Decentralised monitoring
- Every ROC will perform the COD duty only in their own region (ROD)
 - ROC will perform this duty all the time, no more central rota
 - ROD will look at a regionalised dashboard to look out for SAM failures only in their own region
- c-COD is a thin centralised layer necessary for coordination, escalation, quality control.
- Regions are dropping out of the central rota by groups to do ROD duty.
- ROCs still in the central rota monitor only the sites in the regions of those ROCs

List of New alarms in your scope

SITE NAME	Test	Node	Execution time	Last status
BEgrid-UGent	SRMv2-put	gridse.atlantis.ugent.be	2009-05-01 22:18:16	ok
BelGrid-UCL	sBDII-sanity	ingrid.cism.ucl.ac.be	2009-05-02 20:08:16	ok
LSG-AMS	CE-sft-job	gb-ce-ams.els.sara.nl	2009-05-03 12:11:53	ok
LSG-LUMC	CE-sft-job	gb-ce-lumc.lumc.nl	2009-05-02 15:04:29	ok
LSG-NKI	CE-sft-job	gb-ce-nki.els.sara.nl	2009-05-01 21:19:07	ok
NIKHEF-ELPROD	BDII-check	graskaas.nikhef.nl	2009-05-02 06:37:25	ok
NIKHEF-ELPROD	BDII-check	kraal.nikhef.nl	2009-05-02 00:54:49	ok
NIKHEF-ELPROD	BDII-check	bdii03.nikhef.nl	2009-05-02 11:08:32	ok
PHILIPS-TGRID	CE-sft-job	tdeimos.biggrid.hightechcampus.nl	2009-05-01 20:16:18	error
PHILIPS-TGRID	sBDII-performance	tdeimos.biggrid.hightechcampus.nl	2009-05-01 18:35:57	ok
SARA-MATRIX	CE-sft-caver	celisa.grid.sara.nl	2009-05-03 18:03:54	ok
SARA-MATRIX	CE-sft-log-rm	celisa.grid.sara.nl	2009-05-03 18:03:00	ok

List of opened tickets in your scope

	SITE NAME	GGUS ID	Node	test status	Gstat	Type of problem	Last escalation	Expires on
	PHILIPS-TGRID	48187	tcarme.biggrid.hightechcampus.nl	error	ERROR	SRMv2	1st mail to site admins	2009-04-30
T	PHILIPS-TGRID	47638	tcarme.ehv.campus.philips.com	N/A	ERROR	CE	Quarantine	2009-05-04

- **ROD/c-COD**

- NE federation stepped out of the central rota in January together with AP, CE, SWE
- SARA is doing this duty in our region now
 - The amount of work involved is very small

- **TPM**

- TPM monitors GGUS for newly created tickets
- TPM provides first line support for user problems if necessary
- TPM assigns the ticket to second line support unit
- TPM monitors the progress of GGUS tickets
- The primary TPM team monitors GGUS actively while a backup team is standing by to help in case of personnel problems with the primary team
- TPM duties rotated over all participating ROCs

- **TPM**

- Recently the TPM task has been alleviated by “direct routing”
 - Submitters can directly assign tickets to support units
- Decentralisation
 - TPMs at every ROC
 - Still central GGUS system
 - Many ROCs have a regional helpdesk
 - New tickets assigned to TPM at ROC based on certificate DN of submitter
 - This has not started yet
- Currently still operating in “central mode”

- **Need to organise how to do the COD and TPM work in the NE region**
- **One region but a lot of differences**
 - Sweden takes part in Baltic Grid
 - Many Scandinavian site run ARC middleware instead of gLite
 - NDGF
 - an organisation for Grids set up by the Nordic Countries
 - runs the Nordic Tier-1 distributed over 9 sites
 - volunteers for the COD duty in Nordic region
 - develops ARC middleware

- **NDGF and the Scandinavian part of the ROC have agreed to do the ROC duties together, including TPM and ROD (NE-Nordic)**
- **The dutch SA1 partners perform the ROC duties for Belgium and the Netherlands (NE-Benelux)**
- **ROC-on-Duty (GGUS ticket handling) does not exist anymore**

- **GOCdb**
 - **The GOCdb in decentralised mode has three options available**
 - Region 1
 - Use a distributed GOCDB instance
 - Customise it to their needs with minimal effort
 - Region 2
 - Keep on using central GOCDB
 - Region 3
 - Use their own model and implementation
 - Publish required data to a central system
 - **We will be a region 2.**

- **Regional Dashboard**
 - **Currently there is one in the CiC portal**
 - **A standalone regional dashboard is under development. Should be released in december this year**

- Milestones for ROC

- July: Regional monitoring should be in place
 - At this point central SAM tests could be turned off
- December: Regional version of dashboard
 Regional version of availability calculation

- For more details, see the James Casey's roadmap in:
<http://indico.cern.ch/getFile.py/access?sessionId=3&resId=0&materialId=0&confId=51626>