



ROD Newsletter

October 2012 Issue

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Introduction

This newsletter we have a number of topics for you, namely, the Technical Forum, the new low availability/reliability alarms, the security alarms and tickets related to unsupported middleware and finally the ROD Performance Index of the past few months.

Input on the newsletter and Grid Oversight is very much welcomed by us. You can contact us by email at: central-operator-on-duty@mailman.egi.eu. Of course if there is anything unclear about operational procedures related to the Grid Oversight activity, you can always submit a GGUS ticket and assign it to the COD support unit. We are there to help you!!!

Technical Forum 2012

During the Technical Forum 2012, 17-21 September in Prague, the Central Operator on Duty team will gave two presentations in the “Future of EGI Operations”. The titles of the talks and links to the presentations are given below.

1. **Grid Oversight in Service Level Agreement environment**
<https://indico.egi.eu/indico/materialDisplay.py?contribId=135&sessionId=45&materialId=slides&confId=1019>
2. **One size does not fit all, or making the Grid more versatile**
<https://indico.egi.eu/indico/getFile.py/access?contribId=136&sessionId=45&resId=0&materialId=slides&confId=1019>

Apart from this, we have organized a ROD session. We thought it was very successful with 26 people attending. Links to the presentations may be found at: <https://indico.egi.eu/indico/contributionDisplay.py?sessionId=56&contribId=242&confId=1019>. For those of you who haven't been there. We would really recommend having a look at the slides.

First Cyril 'Orphelin gave a presentations on the new features and improvements of release 3.0 of the dashboard together with a demo.



Marian(L) and Cyril(R) giving their presentations

After this there was a talk by Ron Trompert about the status and issues of Grid Oversight and after that Marian Babik presented the short-term and long-term plans in terms site availability monitoring. Finally, there was a Q&A session between representatives of the ROD teams and the operational tool developers.



Q&A session



Low Availability operations tests in Dashboard

About the low availability alarms. Since the start of the project, the COD has issued tickets to NGIs/sites that are below 70%/75% availability every month. The number of tickets that we had to handle every month was roughly in the range of 30-40. Now following up all these tickets is a rather laborious task since not everyone is equally responsive unfortunately. Now, with the new nagios test and the alarms that come with it, sites and NGIs get an early warning that a site is about to fail the OLA requirements.

This new test has recently been implemented in Dashboard, raising alarms named **egi.eu.lowAvailability**. Availability alarms are to be handled by RODs in Dashboard, and in the future are going to replace the Availability/Reliability tickets that COD submits to underperforming NGIs. These alarms are thought to be a warning for NGI informing about poor performance of site within the last 30 days.

How to understand the alarm:

When an alarm is raised, it means that the Availability metric has dropped below the threshold of 70% for the last 30 days period.

What is expected from ROD:

ROD should treat the alarm as a warning that availability for the period of last 30 days has dropped below 70%. The alarm is handled **identically to other alarms**: usually a ticket must be submitted to the site. It can be closed as soon as the alarm goes into OK status (however it is recommended to make sure it is a couple percent above the threshold before closing it, e.g. 80%). If the problem continues for over 30 days the ticket should be closed. If the alarm is raised again, ROD has to open a new ticket. This should motivate the site to work on the problem.

It is up to ROD whether they ask for site's explanation. The goal of this new test is to make RODs responsible for dealing with their sites' availability levels.

Availability alarms handling recommendations are available under the link:

https://wiki.egi.eu/wiki/Operations_Best_Practices/BP15

Security alarms and tickets

Starting 1 October 2012 some of the middleware installed at sites became unsupported (gLite 3.1, gLite3.2). The retirement calendar for unsupported middleware versions was announced repeatedly in the past. The last one is available from <https://operations-portal.egi.eu/broadcast/archive/id/739>.

A monitoring infrastructure has been arranged, which checks software versions as well as whether the obsolete service types are still registered in GOCDB. The process of services withdrawal is overviewed by COD team, which - out of the ordinary – recently created tickets directly to sites. This is due to the fact, that at the end of October unresolved tickets will be transferred to the Security Team for further processing. Failing to withdraw the unsupported gLite software by November 1st 2012 may ultimately lead to site suspension.

If a site administrator decides to decommission services on their site, appropriate procedure (<https://wiki.egi.eu/wiki/PROC12>) should be followed, according to which the administrator communicates the fact properly within the community. The other possibility is to provide in the ticket a detailed plan of upgrading to the supported version.

ROD Performance Index

In this edition of ROD Newsletter we are presenting ROD performance index reports for July, August and

2012-07				2012-08				2012-09			
NgI	Alarms	Tickets	Total	NgI	Alarms	Tickets	Total	NgI	Alarms	Tickets	Total
CERN	168	0	168	CERN	42	0	42	AsiaPacific	2	21	23
NGI_BY	44	1	45	NGI_UK	34	4	38	NGI_RO	21	0	21
NGI_CZ	10	13	23	NGI_ARMGRID	27	1	28	ROC_IGALC	12	8	20
NGI_IL	0	10	10	NGI_DE	0	22	22	CERN	0	17	17
NGI_IT	0	10	10	NGI_IT	0	17	17	NGI_BY	0	14	14
NGI_MARGI	0	10	10	ROC_Canada	0	14	14	NGI_BG	2	11	13
NGI_PL	0	9	9	NGI_TR	13	0	13	NGI_NL	6	3	9
AsiaPacific	0	8	8	AsiaPacific	3	9	12	NGI_ARMGRID	6	1	7
NGI_DE	0	5	5	NGI_BY	0	10	10	NGI_DE	2	4	6
NGI_IBERGRID	0	5	5	NGI_IBERGRID	0	8	8	NGI_TR	5	0	5
ROC_LA	0	3	3	NGI_PL	0	8	8	NGI_UK	0	5	5
NGI_CH	0	2	2	ROC_LA	0	7	7	NGI_NDGF	0	2	2
ROC_Canada	0	2	2	NGI_BG	5	0	5	NGI_PL	1	0	1
ROC_IGALC	0	2	2	NGI_CZ	0	4	4	ROC_LA	0	1	1
NGI_BG	1	0	1	NGI_UA	0	4	4	Russia	0	1	1
NGI_CYGRID	1	0	1	ROC_IGALC	0	4	4	NGI_IL	0	1	1
NGI_ME	0	1	1	NGI_FRANCE	2	1	3	NGI_IT	0	1	1
NGI_NDGF	1	0	1	NGI_GRNET	3	0	3	NGI_SI	0	0	0
NGI_RO	0	1	1	NGI_MARGI	0	3	3	NGI_SK	0	0	0
EGI.eu	0	0	0	NGI_CH	0	1	1	NGI_UA	0	0	0
NGI_AEGIS	0	0	0	NGI_RO	0	1	1	ROC_Canada	0	0	0
NGI_ARMGRID	0	0	0	EGLeu	0	0	0	EGLeu	0	0	0
NGI_BA	0	0	0	NGI_AEGIS	0	0	0	NGI_AEGIS	0	0	0
NGI_FI	0	0	0	NGI_BA	0	0	0	NGI_BA	0	0	0
NGI_FRANCE	0	0	0	NGI_CYGRID	0	0	0	NGI_CH	0	0	0
NGI_GE	0	0	0	NGI_FI	0	0	0	NGI_CYGRID	0	0	0
NGI_GRNET	0	0	0	NGI_GE	0	0	0	NGI_CZ	0	0	0
NGI_HR	0	0	0	NGI_HR	0	0	0	NGI_FI	0	0	0
NGI_HU	0	0	0	NGI_HU	0	0	0	NGI_FRANCE	0	0	0
NGI_IE	0	0	0	NGI_IE	0	0	0	NGI_GE	0	0	0
NGI_MD	0	0	0	NGI_IL	0	0	0	NGI_GRNET	0	0	0
NGI_NL	0	0	0	NGI_MD	0	0	0	NGI_HR	0	0	0
NGI_SI	0	0	0	NGI_ME	0	0	0	NGI_HU	0	0	0
NGI_SK	0	0	0	NGI_NDGF	0	0	0	NGI_IBERGRID	0	0	0
NGI_TR	0	0	0	NGI_NL	0	0	0	NGI_IE	0	0	0
NGI_UA	0	0	0	NGI_SI	0	0	0	NGI_MARGI	0	0	0
NGI_UK	0	0	0	NGI_SK	0	0	0	NGI_MD	0	0	0
Russia	0	0	0	Russia	0	0	0	NGI_ME	0	0	0



European Grid Infrastructure

September 2012.

The most influence on July and August metrics was caused by absences during the holiday season. In addition to that, in August some RODs had procedural problems with handling handovers and with following the procedures which were fixed. In September one NGIs reported some incidents with their SAM/Nagios instance, which made it difficult to handle all alarms on time.

We are already waiting for NGI's responses to GGUS tickets regarding low ROD results.