



ROD Newsletter

December 2011 Issue

The COD team: Malgorzata Krakowian, Marcin Radecki, Luuk Uljee, Ernst Pijper and Ron Trompert.

Introduction

This newsletter we have four topics lined up for you, namely, our plans for 2012, the follow-up of the unknown issue, the November ROD metrics and finally, the ROD metrics and the new operations portal.

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. A complete project glossary is provided at the following page: <http://www.egi.eu/results/glossary/>

Plans for 2012

For 2012 we have the following plans for the Grid Oversight activity.

Unknown status issue

We have already reported on this in the November newsletter. For some NGIs and sites we observe a substantial percentage of unknown test results. This is a bad thing because it means that a given site is not monitored over a considerable period of time. The availability and reliability is computed over the period where a site is monitored. This means that when a site has an availability of 100% but the unknown percentage is 40%, then the sites was 100% available over 60% of the month. This is not very meaningful because the actual availability could be anything between 60% and 100%. A high percentage of unknowns implies inaccurate results of the availability and reliability computations which we use to determine if we should suspend sites or not. Currently, efforts are underway together with JRA1 to solve this issue and it is our aim to do that next year.

OLA enforcement

We want to offer the users a top quality infrastructure and we feel that a top quality monitoring infrastructure (RODs, dashboard, nagios) is a prerequisite for this. For this reason, we are collecting metrics about the number of alarms older than 72 hours and expired tickets. When these numbers are high, we will follow this up with our RODs to determine the cause of the problem, either human or hardware/software, to solve the issue. Activities in this direction have already started which will be continued next year.



Availability and Reliability Follow-up

Up until now, we are issuing tickets to sites that have an availability and reliability rating below 70%/75%. This is a rather laborious task and not all that effective. Next year, together with JRA1, we want to deploy a Nagios probe that measures availability over a 30 day period in the past. When the availability of a site drops below 70% and alarm is raised in the dashboard, so both the site and the ROD are aware in a fairly early stage that a site has a problem fulfilling the OLA. We hope that this will be a more effective way to improve the reliability and availability of the Grid.

ROD education

Sometimes when we issue tickets to RODs we observe that people's knowledge of the operational procedures leaves to be desired. That's why we want to put more effort in ROD education next year. We are still investigating what form this will take, but we will keep you informed in future releases of the newsletter.

Test resources

Every now and then we come across sites that have a low availability solely because of the fact that they have included a test CE or SE in their infrastructure that is failing. This year we want, with the help of others, investigate ways to include test resources in the infrastructure properly, meaning in a way that does not hinder users but it also should not generate alarms.

Follow-up of unknown test results

During the December OMB meeting NGI managers approved COD proposal in order to reduce the number of UNKNOWN test results in SAM:

1. 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.
2. In the ticket COD will ask the NGI to investigate the issue and fix the problem.
3. NGIs should close the ticket as a sign that they are aware of the problem and received the information.

This action will be the first step forward to improve the situation with UNKNOWN status.

ROD metrics

ROD metrics for November looks much better. We are happy that this time only 7 NGIs were above the threshold. It is good information for EGI.



European Grid Infrastructure

NGI/ROC name	number of Tickets expired occurrence	number of Alarms > 72h occurrence	SUM
NGI_ARMGRID	0	169	169
ROC AP	17	33	50
NGI_DE	13	7	20
NGI_FRANCE	2	18	20
CERN	7	13	20
NGI_IL	14	2	16
NGI_RO	15	1	16
NGI_LA	8	0	8
NGI_TR	0	8	8
NGI_NL	5	2	7
NGI_IGLAC	6	0	6
NGI_GRNET	0	3	3
NGI_CH	0	3	3
NGI_BY	3	0	3
NGI_MARGI	2	1	3
NGI_CZ	0	2	2
NGI_IBERGRID	2	0	2
NGI_BG	0	2	2
NGI_PL	2	0	2
NGI_ME	1	0	1
NGI_UK	0	0	0
NGI_CANADA	0	0	0
NGI_IT	0	0	0
NGI_NDGF	0	0	0
ROC RUSSIA	0	0	0
NGI_SI	0	0	0
NGI_AEGIS	0	0	0
NGI_BA	0	0	0
NGI_CYGRID	0	0	0
NGI_FI	0	0	0
NGI_GE	0	0	0
NGI_HR	0	0	0
NGI_HU	0	0	0
NGI_IE	0	0	0
NGI_SK	0	0	0



We are also working on the procedure concerning ROD OLA metrics recalculation in case of an intervention on the regional NAGIOS or dashboard. We will send it to you for comments in January.

ROD metrics and the portal

Just before Christmas operations portal Team announced a new dashboard release. Among many features it introduces report generator for ROD metrics (see: Dashboard -> ROD OLA metrics). The metrics are generated using new algorithm which **excludes** weekends. It was raised a couple of times that RODs are not delivering service on weekends, bank holidays etc. so it does not make sense to count expired items for these days.

We encourage you to have a look at your ROD team performance in recent months and share with us your feelings about the threshold applied. The threshold is going to be a reference for first version foreseen in Resource Provider OLA. Currently it is set to 10 items. When an NGI scores 10 and over it will get a ticket asking for reasons (whether they come from area controllable by the NGI or not) and, if yes, a plan to reduce this number in the future.

Merry Christmas and a Happy New Year

We want to thank you for your good work this year. The availability of the Grid over the past year until now is above 94%!!! Considering the complexity and the magnitude of the infrastructure, we think that this is something we can be very happy about and we want to thank you for your contribution to this result.

Finally, we want to wish you a merry Christmas and a happy new year.