

EGI.eu Core services performance report

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| Purpose: | Overall assessment of Core services’ performance |
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| Audience: | EGI Executive Board |
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# EGI.eu Core Services/Activities

EGI.eu core services and activities have been identified by the EGI Council as critical for the sustainability of the EGI infrastructure, and they are partially funded by the EGI members’ fees. The EGI.eu core services and activities provided by EGI.eu partners were assigned through a bid in 2016. With all partners EGI.eu Operational Level Agreement has been agreed and signed covering each of the EGI.eu core service and activities separately. The documents define aspects such as: scope, service hours, service components, support, service level targets, limitations and constrains, communication, reporting and escalation, additional responsibilities, customer responsibilities and review process.

As part of the reporting process EGI.eu partners are obligated to provide periodic performance reports describing a general overview of performance, performance against Service Targets, issues raised in the period, measures planned and foreseen activities and changes.

# Performance report summary

This document is a summary report on the core activities performances in the period September-December 2016.

The reports are based on the service providers reports submitted in January 2017[[1]](#footnote-1), the A/R and performance report automatically generated monthly, based on the monitoring of the IT services (where applicable). Analysis has been done versus the targets agreed in the EGI.eu OLA[[2]](#footnote-2)

All the activities have been successfully delivered, performing within the required availability and reliability and quality of support levels, with few exceptions. Exceptions had a very limited impact on the operations. There are no immediate actions required as follow-up of the deviations.

Accounting portal has been performing well, therefore the issues can be considered resolved.

For the next reporting period the Software provisioning Infrastructure and the UMD quality assurance quality of service (responsiveness to GGUS tickets) should be monitored.

## Helpdesk human support

EGI provides support to users and operators through a distributed helpdesk with central coordination (GGUS). The helpdesk support activities are grouped in 1st and 2nd level support.

**Providers:** CESNET, CYFRONET.

The activity was continuing routinely, no changes were introduced compared to previous reporting periods. Tickets were sorted on arrival, and those falling under the expertise of DMSU (2nd level support) were treated accordingly. Even if in October the DMSU response time slightly exceeded the target, an answer have always been provided within the day.

**Achieved target**: Yes.

## UMD quality assurance

The quality criteria are the functional and non functional requirements that a product must fulfil to be released in UMD and CMD; these include generic requirements applicable to every product, and specific requirements applicable to the capabilities supported by a component. The task both defines the evaluation criteria and certifies UMD products against them.

**Providers**: CSIC.

The first version of CMD-OS (CMD-OS 1.0.0), the Cloud Middleware Distribution for OpenStack Mitaka, have been released and contains 5 products: Keystone-VOMS 9.0.3, ooi 0.3.2, gridsite 2.3.3, canl 2.2.7 and Cloud BDII Information provider 0.6.12.

4 updates were released for the UMD4 distribution and 4 releases for the UMD-3 one. In total 45 new products followed the validation of the UMD release process with a total 69 verification, 27 staged rollout reports were performed by 13 different resource providers from 9 NGI's.

Also there is an ongoing process to the deploy OpenNebula Middleware, CMD-ONE.

**Achieved target**: Yes.

## Accounting portal

The Accounting Infrastructure provides storage and access to usage information across the EGI Federation. At a central level it includes the repositories for the persistent storage of usage records and a visualization portal for users and resource providers. The central databases are populated through individual usage records published by the Resource Centres, or through the publication of summarised usage records.

**Providers:** FCTSG (CESGA).

The service has achieved all the targets both for A/R figures and QoS.

**Achieved target**: Yes.

## Services for the AAI

Services and activities are needed for a flexible multi-technology AAI platform for user authentication and authorization. Including: catch-all VO membership service and catch-all Certification Authority for X.509 certificates provisioning.

**Provider**: GRNET.

In general all the tickets were properly handled, except one for which there was a slight response time violation in September. In September it was decommissioned the certification infrastructure, comprising a WMS server and a BDII: these were the services monitored for computing the A/R reports, so after removing them, there were no monitoring data for the following months. We are setting-up the inclusion of the VOMS server monitoring data in the Core Services Report for getting again A/R figures for this service.

**Achieved target**: Yes.

## Collaboration tools

The activity provides the services for the EGI collaboration, including but not limited to the EGI.eu website, wiki and SSO.

**Provider**: CESNET.

The activity has achieved all the targets both for A/R figures and QoS.

**Achieved target**: Yes.

## Incident management helpdesk

The activity provides the helpdesk (GGUS) tools.

**Provider**: KIT.

The activity has achieved all the targets both for A/R figures and QoS.

**Achieved target**: Yes.

## Message brokers network

The message broker network is a fundamental part of the operations infrastructure ensuring message exchange for monitoring, the operations dashboard and accounting.

**Providers:** GRNET, SRCE.

The activity has achieved all the targets both for A/R figures and QoS.

**Achieved target**: Yes.

## Monitoring central services

This activity provides central systems needed for accessing and archiving infrastructure monitoring results of the services provided at many levels (Resource Centres, Operations Centres and EGI.EU), for the generation of service level reports, and for the central monitoring of EGI.eu operational tools and other central monitoring needs.

**Providers:** GRNET, SRCE.

The activity has achieved the targets for support QoS. Availability has been reported low due to and old component still monitored. The component is not used in production since Summer, therefore there has not been real service unavailability. The monitoring profile for the monitoring services has been updated.

**Achieved target**: Yes.

## Operations portal

This activity provides a central portal for the operations community that offers a bundle of different capabilities, such as the broadcast tool, VO management facilities, a security dashboard and an operations dashboard that is used to display information about failing monitoring probes and to open tickets to the Resource Centres affected.

**Provider**: CNRS.

QoS has been on target during the reporting period. A/R figures have been above the targets, excluding December due to a scheduled intervention in the computing centre, to a bug affecting the Web Cluster nodes (identified and solved, and to file system bad performances (fixed in the following months by migrating the different nodes to CentOS).

A new version of the Operations Portal and of the VAPOR application has been released in September.

The expected new version of VAPOR for December was postponed to March, in agreement with the EGI Operations Team, after receiving requests for several modifications and the addition on new features.

**Achieved target**: Yes with exceptions.

## Activities and services for the long tail of science

The activity supports the EGI services for the long tail of science and resource allocation in terms of user support and user management.

**Providers:** Vrije Universiteit Brussel, CYFRONET.

The activity has achieved all the targets both for A/R figures and QoS.

In September it was created a Marketplace prototype with PrestaShop, and it was made a final evaluation of the technical problems that should be addressed (by existing addons and/or by core development) in order to deliver a first release with PrestaShop.

Concerning the Marketplace activity, following the evaluation report made at the end of September, it became clear that going on with creating a first Marketplace release with PrestaShop would require some heavy development tasks that the team is not ready to endorse (lack of time and expertise). The CYFRONET team then took over.

**Achieved target**: Yes.

##  Security coordination

This activity provides security coordination between the EGI participants at various levels, in particular for the prevention and handling of security incidents.

**Providers:** FOM, CERN, STFC.

The activity has achieved all the targets both for A/R figures and QoS.

The security incident in November has shown again that the EGI FedCloud, especially for sites that do not restrict

incoming network activity by default, can lead to basic security issues.

Emergency suspension is not yet deployed in the Federated Cloud (requires developments, especially for Openstack

sites): this is now part of mid-term plan of the Federated Cloud.

SECMON is still running on Centos5 and using the old SAM framework as there is no effort available for changing

the platform.

**Achieved target**: Yes.

## Software provisioning infrastructure performance report

This activity provides the technical tools to support the UMD release process from pulling packages from the developers repositories to the build of a release.

**Providers:** GRNET, CESNET.

The activity has achieved all the targets both for A/R figures and QoS, excluding December for a delay in handling a very urgent GGUS ticket. In the reporting period it was also added support for the cloud related distribution CMD-OS and the equivalent for OpenNebula.

**Achieved target**: Yes with exceptions. The core activity will be monitored for future deviations, if this happens in future reporting periods actions should be taken.

## Accounting repository

The Accounting Infrastructure provides storage and access to usage information across the EGI Federation. At a central level it includes the repositories for the persistent storage of usage records and a visualization portal for users and resource providers. The central databases are populated through individual usage records published by the Resource Centres, or through the publication of summarised usage records.

**Provider**: STFC.

The activity has achieved all the targets both for A/R figures and QoS.

Some issues with sites (re-)publishing large amounts of data caused the summarising process to slow down: this process was rescheduled and a broadcast sent, warning sites to alert the APEL team when needing to republish.

**Achieved target**: Yes.

## Service registry (GOCDB)

This activity provides GOCDB to record information about different entities such as the Operations Centres, the Resource Centres, service endpoints and the contact information and roles of people responsible for operations at different levels.

**Provider**: STFC.

The activity has achieved all the targets both for A/R figures and QoS.

The GOCDB development roadmap requires review and re-prioritising: an OTAG has been requested, scheduled on Feb 27th 2017.

**Achieved target**: Yes.

## E-GRANT services hosting and technical operations

This activity provides the technical services (hosting and maintenance) for the resource allocation and long tail of science. This is an unfunded activity.

**Provider**: CYFRONET

The activity has achieved all the targets both for A/R figures and QoS.

**Achieved target**: Yes

## AppDB

This activity provides the EGI Applications Database (AppDB), which is a central service that provides information on virtual appliances and application software available in the EGI Infrastructure.

**Provider**: GRNET.

The activity has achieved all the targets both for A/R figures and QoS, with the exception of October, when it occurred an unexpected power cut (>6h long) with an impact to the entire University campus: the consequence was an unscheduled downtime, but the services where back online within the same day.

**Achieved target**: Yes with exceptions.

1. <https://documents.egi.eu/document/3043> [↑](#footnote-ref-1)
2. <https://documents.egi.eu/document/2770> [↑](#footnote-ref-2)