



EGI-InSPIRE

Integrating Resources into the EGI Production Infrastructure

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Abstract

<< The abstract should provide a brief neutral overview of the document and its contents and main conclusions. Once complete the abstract should be copied into the abstract field on the document server.>> This document describes and defines the operational interfaces that must be supported for resources to be integrated into EGI. This includes operational tools provided by the EGI-InSPIRE JRA1 activity and procedures and policies defined to ensure interoperability within EGI and in the interaction with other DCIs, the adoption of best practices and compliance with service level agreements.

<<document handling and production procedure is provided in <https://documents.egi.eu/document/33>>>

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III. DOCUMENT LOG

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| 1 | 06/07/2011 | ToC | Michaela Barth /KTH |
| 2 | 12/07/2011 | Input on Operations Portal | Cyril L'orphelin / IN2P3 |
| 3 | 19/07/2011 27/07/2011 29/07/2011 01/08/2011 | Input on GOCDB, Input on Argus in general, Argus and gLite Input on GOCDB Input on Argus and ARC Comments | David Meridith / STFC Alvaro Simon / CESGA Torsten Antoni / KIT Ali Gholami / Nordugrid Michaela Barth / KTH |
| 4 | 02/08/2011 | Input on Argus and UNICORE | Krzysztof Benedyczak / UWAR |
| 5 | 02/08/2011 | Some corrections | |
| 6 | 04/08/2011 | Input on Accounting | John Gordon / STFC |

IV. APPLICATION AREA

This document is a formal deliverable for the European Commission, applicable to all members of the EGI-InSPIRE project, beneficiaries and Joint Research Unit members, as well as its collaborating projects.



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Amendments, comments and suggestions should be sent to the authors. The procedures documented in the EGI-InSPIRE “Document Management Procedure” will be followed:

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VI. TERMINOLOGY

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

<<The authors should check if the acronyms are covered by the glossary page and if the definition is still correct; all the amendments should be communicated to glossary@egi.eu>>



VII. PROJECT SUMMARY

To support science and innovation, a lasting operational model for e-Science is needed – both for coordinating the infrastructure and for delivering integrated services that cross national borders.

The EGI-InSPIRE project will support the transition from a project-based system to a sustainable pan-European e-Infrastructure, by supporting ‘grids’ of high-performance computing (HPC) and high-throughput computing (HTC) resources. EGI-InSPIRE will also be ideally placed to integrate new Distributed Computing Infrastructures (DCIs) such as clouds, supercomputing networks and desktop grids, to benefit user communities within the European Research Area.

EGI-InSPIRE will collect user requirements and provide support for the current and potential new user communities, for example within the ESFRI projects. Additional support will also be given to the current heavy users of the infrastructure, such as high energy physics, computational chemistry and life sciences, as they move their critical services and tools from a centralised support model to one driven by their own individual communities.

The objectives of the project are:

1. The continued operation and expansion of today’s production infrastructure by transitioning to a governance model and operational infrastructure that can be increasingly sustained outside of specific project funding.
2. The continued support of researchers within Europe and their international collaborators that are using the current production infrastructure.
3. The support for current heavy users of the infrastructure in earth science, astronomy and astrophysics, fusion, computational chemistry and materials science technology, life sciences and high energy physics as they move to sustainable support models for their own communities.
4. Interfaces that expand access to new user communities including new potential heavy users of the infrastructure from the ESFRI projects.
5. Mechanisms to integrate existing infrastructure providers in Europe and around the world into the production infrastructure, so as to provide transparent access to all authorised users.
6. Establish processes and procedures to allow the integration of new DCI technologies (e.g. clouds, volunteer desktop grids) and heterogeneous resources (e.g. HTC and HPC) into a seamless production infrastructure as they mature and demonstrate value to the EGI community.

The EGI community is a federation of independent national and community resource providers, whose resources support specific research communities and international collaborators both within Europe and worldwide. EGI.eu, coordinator of EGI-InSPIRE, brings together partner institutions established within the community to provide a set of essential human and technical services that enable secure integrated access to distributed resources on behalf of the community.



The production infrastructure supports Virtual Research Communities (VRCs) – structured international user communities – that are grouped into specific research domains. VRCs are formally represented within EGI at both a technical and strategic level.

VIII. EXECUTIVE SUMMARY

<< The text should provide a summary of the full report so that the reader can ‘in a page’ understand the problem it has been written to cover. This includes an overview of the background material and motivation for the report, a summary of the analysis, and the report’s main conclusions.>>



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1 INTRODUCTION

<< The 'introduction' of the document provides information on why it has been written, who the target audience is and what they will learn from reading it.>>

2 INTEGRATION OF MIDDLEWARE ON OPERATIONAL TOOL LEVEL

2.1 *Interoperation at an Infrastructure Level*

2.2 *Overview Status of Middleware Integration for each Operational Tool*

2.3 *Definition and Description of a Management Interface*

2.3.1 **Functionality**

A management interface is an operational interface which allows sites to store, maintain and view the topology of the production infrastructure and the basic information about the respective resources within it.

Such an EGI management interface contains information and their placement in the topology order on:

- Participating National Grid Initiatives (NGIs) and possible other groups (Countries, regional operators) and related information
- Grid sites providing resources to the infrastructure including management, technical and security related contact points
- Resources and services, including maintenance plans and service status information access points for these resources
- Participating people, and their roles within EGI operations

Besides providing a central management tool to view and define production state, downtimes and maintenance status and whether a resource needs monitoring, it shall in essence depict what services are running where and who to contact for certain type of issues. The presented information can be a combined view of different regionalized or otherwise separated instances with their own local inputs.

2.3.2 **Requirements**

The EGI management interface has to support the functionality described above. System and security contacts and higher level organizational management contacts for a site need to be easily identified. The management interface may provide finer granularity for contact details by marking extended expertise on a specific middleware stack or an affinity to certain types


of service(s).

Additionally, it must be possible to register new kinds of service types, groups or sites within the management interface. A site should be able to contain services from different middleware stacks. The description and/or the name of the service type should also contain information on any middleware dependencies.

Such a database needs a role based interaction model, so that people responsible for certain sites, services or resources can update and maintain the various entries representing the entities under their responsibility within typical daily operations scenarios. In particular, basic service status information shall be easily viewable and changeable. It shall be easily possible to register a service of a known service type, to edit system administration information and put whole sites or single resources in and out of downtime according to predefined procedures. It shall be easy to identify whether a resource is monitored or not by the corresponding monitoring system. This monitoring bit can be set separately or implicitly within the different production states.

A management interface provides information about a resource through the certification process. The history and details of the certification process and other state transfers like site decertification and suspension are desirable additional information.

Since the management interface provides much needed basic information on the topology of the production infrastructure and its contact points, we expect a plug-in to an approved dashboard interface to be in existence or easily implementable by using canonical standards. Even though the information is mostly static, a regionalized version with a central collecting portal of the management interface would of course be preferred in order to emphasize the distributed nature of the grid community and to avoid single points of failure.

We follow up with  GOCDB as a working example for an implementation of a management interface.

2.3.3 Integration of new Services into GOCDB

Services registered in GOCDB have; 1) a 'Service Type' identifier, 2) a required 'Service Endpoint' instance and 3) an optional 'Endpoint Location'.

1. **Service Type**; a unique name that identifies a type of software component deployed on a Grid, including middleware (e.g. CE, WMS, SRM) and/or operational components (e.g. MessageBroker, RegionalNagios). The naming scheme for new service types follow a reverse DNS style syntax, usually naming the technology provider followed by technology type, i.e. '<provider>.<type>' (e.g. 'unicore6.StorageFactory'). This is consistent with the proposed EMI service registry naming scheme from GLUE2 that defines a service type


enumeration. It would be preferable to rename all existing service types using this scheme, but this is potentially problematic for existing services that depend on established legacy names. The current list of service type definitions are given at:

https://wiki.egi.eu/wiki/GOCDB/Input_System_User_Documentation#Service_types 

2. **Service Endpoint**; represents a deployed instance of a service type.
3. **Endpoint Location**; a Service Endpoint may optionally define an Endpoint Location which locates the service (URL).

2.3.3.1 Procedure for registering new Service Types

New service types can be registered by GOCDB administrators. Once registered in GOCDB, users (site administrators, regional managers) can declare instances of the new service type as required. The complete procedure to integrate new service types is as follows;

1. If the service type is already registered in GOCDB, service endpoints can be added by users of GOCDB following the established procedure.
2. If the service type is not registered, a request should be made to the OTAG  its inclusion in GOCDB (e.g. by the new middleware provider or JRA1 community). If the new service type belongs to a previously undeclared middleware stack, then a strategic decision is required to ensure only officially supported middleware is integrated into GOCDB. If the request is approved, it is communicated to the GOCDB developers to add the new service type.
3. The requesting party is notified (either the request is rejected or completed).

2.3.3.2 Regular review of the list of available service types

A regular review of the supported GOCDB service types will be made. This is the responsibility of GOCDB developers, who will consult the Technical Coordination Board (TCB) (software providers including EMI, EGI-JRA1) together with the OMB.

2.3.3.3 Integrated operational service types

- **Site-BDII**: [Site service] This service collects and publishes site's data for the Information System. All sites MUST install one Site-BDII.
- **Top-BDII**: [Central service] This is the "top-level BDII". These collect data from site-BDIIs and publish the data. Only a few instances per region are required.
- **OpsTool**: [Central service] generic service representing an operation tool (topology repository, dashboard, helpdesk system...)
- **MSG-Broker**: [Central service] A broker for the central/backbone messaging system.
- **RGMA-IC**: [OBSOLETE Central service] This is the Registry for an R-GMA service. There will only ever be a few of these per grid.
- **Site-NAGIOS**: [Site service] site-level Nagios monitoring box
- **National-NAGIOS**: [Regional Service] NGI-level Nagios monitoring box

- **Regional-NAGIOS:** [Regional Service] ROC-level Nagios monitoring box
- **Project-NAGIOS:** [Central Service] project-level Nagios monitoring box
- **MyProxy:** [Central service] The My Proxy service is part of the authentication and authorization system. Often installed by sites installing the WMS service.

2.3.3.4 Integrated gLite service types

- **CE:** [Site service] The LCG Compute Element. Currently the standard CE within the gLite middleware stack. Soon to be replaced by the CREAM CE.
- ~~**gLite-CE:** [OBSOLETE Site service] The gLite Compute Element is now obsolete and is not supported. Please avoid using this middleware service.~~
- **CREAM-CE:** [Site service] The CREAM Compute Element is the new CE within the gLite middleware stack.
- **APEL:** [Site service] This is a "dummy" Service Type to enable the monitoring tests for APEL accounting. All sites must have one instance of this Service Type, associated with a CE.
- ~~**MON:** [OBSOLETE Site service] The gLite MonBox hosts the site R-GMA services.~~
- **UI:** [User service] The User Interface. Can be installed by users but more commonly installed by a site.
- **SRM:** [Site service] Storage Resource Manager. Mandatory for all sites running an SRM enabled storage element.
- ~~**Classic-SE:** [OBSOLETE Site service] The Classic Storage Element is now obsolete and is not supported. Please avoid using this middleware service.~~
- **Central-LFC:** [Central service] An instance of the gLite file catalogue which holds entries for all files owned by a particular VO. NOTE: An LFC can be both Central and Local.
- **Local-LFC:** [Site service] An instance of the gLite file catalogue which holds entries for files owned by a particular VO, at your site. NOTE: An LFC can be both Central and Local.
- **WMS:** [Central service] gLite Workload Management Service. Acts as the broker for matching user jobs to available computing resources.
- ~~**RB:** [OBSOLETE Central service] The LCG Resource Broker is now obsolete and is not supported. Please avoid using this middleware service.~~
- **VOMS:** [Central service] VO Management System. Part of the authentication and authorization system. This service only needs to be installed on the request of a VO.
- **LB:** [Central service] gLite Logging and Bookkeeping. Usually installed by sites running a WMS. One LB service can support several WMS instances.
- **AMGA:** [Central service] gLite metadata catalogue. This service only needs to be installed on the request of a VO.
- **FTM:** [Site service] gLite File Transfer Monitor. Monitors the FTS service at a site.
- **FTS:** [Central service] The gLite File Transfer Service manages the transfer of files between sites. This service only needs to be installed on the request of a VO.
- **VO-box:** [Site service] The gLite VO box allows a VO to run their own services at a site. This service only needs to be installed on the request of a VO.
- **gLite-APEL:** [Site service] The gLite-APEL hosts the site Accounting client (3.2 replacement of the MonBox)
- **gLExec:** [Site service] A light-weight gatekeeper to authenticate and authorize credentials according to local site policy and execute commands.

2.3.3.5 Integrated ARC service types

As of release 0.8 of ARC, the ARC-CE runs a resource BDII with GLUE schema 1.3, in the same way as gLite resources. Hence setting up a special site BDII is no longer needed. More details are found in [R 22]. → Verify

- **ARC-CE:** [Site service] The Compute Element within the ARC middleware stack.
- **SGAS:** [Site service] An accounting service used by ARC.

2.3.3.6 Integrated UNICORE service types

- **unicore6.Registry:** [Central service] All UNICORE services register here; clients ask the registry for available services in the Grid. Normally one Registry per Grid infrastructure which collects URLs of services.
- **unicore6.Gateway:** [Site service] Sits in front of one or more UNICORE services as a gateway to the internet. Normally one Gateway per site.
- **unicore6.TargetSystemFactory** [Site service] used as an entry-point for submitting single jobs. It can create Target System Services (TSSs) and submit jobs to those TSSs.
- **unicore6.StorageFactory** [Site service] Creates StorageManagement instances. A user can create dynamic storage management services for own purposes with it. Often used to provide file space during workflow execution.
- **unicore6.StorageManagement** [Site service] Provides an abstract file system-like view on a storage resource. A Storage Management Service (SMS) can be created by a Storage Factory or can be configured statically way by a configuration file.
- **unicore6.ServiceOrchestrator** [Site service] Handles dispatching of a workflow's atomic jobs, and brokering. Normally there is one per grid infrastructure.
- **unicore6.WorkflowFactory** [Site service] Used as an entry point for submitting workflow jobs. The Workflow factory is creating workflow instances and can submit workflows to them. It is the workflow submission equivalent to the Target System Factory used for single job submission.
- **unicore6.UVOSAssertionQueryService** [Site service] Provides data and user information via the SAML standard as needed for authorization and environment customization.

Add comment on why `unicore6.UNICOREX` was removed as discussed in the UNICORE integration taskforce, since it is a just an undefined collection of an undefined number of other services like `TargetSystemFactory`, `StorageFactory`, `StorageManagement`.

Add a list of other possible future services as listed in the intergration mailinglist

2.3.3.7 Integration of Globus resources

- **GRAM5:** [Site service] job submission service for Globus version 5.x (GRAM5)
- **globus-GRIDFTP:** [Site service] storage endpoint and data transfer service for the Globus middleware stack
- **globus-GSISSHD:** [Site service] certificate based interactive login service for the Globus middleware stack

Update with latest discussion in Globus integration task force (MDS, GridSAFE, ISS,...)



2.4 Definition and Description of a Monitoring Interface

2.4.1 Functionality

2.4.2 Requirements

2.4.3 Interoperability of different MW Stacks with SAM/Nagios

2.4.4 Procedures to integrate new Nagios Probes

<https://wiki.egi.eu/wiki/PROC07>

<https://wiki.egi.eu/wiki/PROC06>

2.4.4.1 Tests and Nagios probes for gLite resources

2.4.4.2 Tests and Nagios probes for ARC resources

The ARC monitoring tests became operational on 7.04.2011.

http://wiki.nordugrid.org/index.php/Nagios_Tests

2.4.4.3 Tests and Nagios probes for UNICORE resources

2.4.4.4 Tests and Nagios probes for Globus resources

2.5 Definition and Description of an Accounting Interface

2.5.1 Functionality

The EGI Accounting Infrastructure collects CPU accounting records from sites and/or grid infrastructures and summarizes the data by site, date (especially by month), VO, and user. This summary data can be displayed in a dedicated Accounting Portal by dynamic queries on the parameters above at any level of the hierarchical tree structure which defines EGI and its partner grids.

Accounting is necessary to demonstrate that the usage of resources by user communities is in accordance with expectations. Site administrators are able to check actual usage of CPU resources against scheduling policies implemented at the site. VO resource managers are able to understand how CPU resources are utilized by their users.

When looking at the accounting interface as the interface between the accounting services of different interoperating infrastructures the main aim is to enable all the accounting data of a VO to be collected in one place. This is assumed to be delivered by the exchange of accounting data at the appropriate level.

2.5.2 Requirements

An accounting interface has to fulfil the functionality described above. Further requirements are:

- Access to accounting data needs to respect all relevant policies and legal requirements. It is expected that this is controlled by the standard user authentication and authorization framework.
- Data identifying an individual should not be sent across the wide area network in plain text.
- As data from different grids is to be combined, the units of measurement should be understood and manipulated appropriately.


2.5.3 Current Status

The core EGI Accounting Infrastructure is based on APEL [R 34]. Other systems interface to APEL to collect data in one central place. The collected CPU accounting records and the data summarized by site, date, VO, and user are displayed in the Accounting Portal [R 43] and can be visualised by dynamic queries on the parameters above at any level of the hierarchical tree structure which defines EGI and its partner grids.


The bulk of existing sites collect data from their batch systems (LSF, Torque; SGE, Condor), which are joined with the job's user grid credentials and published to the central APEL repository. At the time of writing the EGI infrastructure is in transition of the transport layer from a private ActiveMQ broker to the production broker network already used by other EGI Operational Tools. The new system uses STOMP and Python to define a messaging model. Other partner grids (Open Science Grid and NDGF), and a few sites with their own accounting services, currently publish summaries of data in the form described above directly into the APEL central repository. Sub-grids of EGI (e.g. Italian Grid Infrastructure IGI) publish all of their VOs data. Partner grids (e.g. Open Science Grid OSG) publish selective VOs. In particular the LHC VOs are all published to APEL so that there is a single worldwide repository for LHC. These alternative publishers will move to the new publishing method so that there will no longer be any direct database insertion.

CPU data is published in the form of either: job level records (JR) containing data from a single batch job; or summary aggregate job records (SJR) containing totals for a number of jobs run at a single site for a single user and VO in a given month. The Job Usage Record (UR) schema is a plain text version of the OGF-UR v1.0 with some common extensions. For example, the original UR did not have the concept of a site, which is so crucial to the grid. The summary record has been submitted to OGF's UR-WG for possible adoption as a community standard [R 35].

The OGF UR Working Group (UR-WG) is considering a proposal from EMI for a UR for storage accounting. It is anticipated that this will be integrated into the same APEL infrastructure once implemented on the relevant storage products.

EMI also has a group reviewing the implementations of the OGF UR for compute  agree on the semantics of the existing UR and existing common extensions and possibly propose further extensions.

2.5.4 Integration with other Infrastructures

 Other grid infrastructures who wish to publish accounting data need to:

- a) Define a structure for their grid in GOCDB (or equivalent) that can be used by the accounting portal to display the data. The minimum requirement is a flat set of site names, used in the accounting records. (e.g. for OSG these data are obtained from MyOSG)
- a) Extract data from their accounting system grouped data by site/VO/User/FQAN/month and create each group into a 'summary record' meeting the APEL definition. Experience shows that for accounting systems using the OGF-UR this is a simple transformation.
- b) Other infrastructures running a gLite CE (lcg-CE or CREAM) could run our software to aid collecting accounting data. Infrastructures running other middleware stacks who run one of the currently supported batch systems listed above can take our data collectors to parse the raw accounting data collected by the batch system to which they will then need to add the CPU speed and user/VO credentials, before publishing.
- c) Register the publisher with APEL (by providing the host DN to the EGI APEL support unit). The APEL Repository only accepts accounting records from registered sites. For APEL client sites this is defined by the glite-APEL service type in in GOCDB. An equivalent mechanism will be developed for summary publishing sites/grids.
- d) Publish the records into EGI's ActiveMQ Message Bus. The APEL repository will accept the records into a holding container from where they will be merged with the summaries from other grids and the summary produced by APEL from the job records it has received. Currently, the master summary is rebuilt from scratch several times per day. Each time it uses the last set of summaries received from each grid.
- e) From the master summary table, the data are then exported to CESGA where they can be viewed in the accounting portal.

2.5.4.1 Issues

- For the aggregation of user data it is assumed that all interoperating infrastructures use a user identity based on X.509 certificates signed by IGTF recognized Certificate Authorities.
- While a worldwide community management service like VOMS makes the aggregation of VO accounting data from different infrastructures simple, it would be feasible to implement a VO name transformation to combine the data from infrastructures who have named the same VO differently.
- Another issue is the unambiguous mapping of user accounts to VOs. In some cases users might belong to more than one VO in which case identifying to which VO the utilization results would go is not possible. Extra effort will be needed to check the fulfilment of arranged pledges.
- The issue of exchanging data identifying a user has been a contentious one. It is frequently asserted that this is illegal under the laws of certain countries. Extensive research was undertaken by the Joint Security Policy Group (JSPG) in EGEE-III during the development of the Grid Policy on the Handling of User-Level Job Accounting Data [R 45] with the result that legal advice was given that with the appropriate acceptable use policy and the agreement signed by the user and by the site running the accounting repository, then the collection, storage and restricted display of data identified by UserDN is acceptable. This issue might have to be re-evaluated again when exchanging accounting data with other infrastructures like e.g. DEISA.
- Current accounting is only of CPU of batch jobs but the interfaces between infrastructures

should also allow the integration of other types of accounting record as they are developed. JRA1 will start work on new accounting types in year 2.

- The currently agreed unit for normalization of CPU time in EGEE, EGI, and WLCG is HEPSPC06 hours [R 46]. For interoperation with an infrastructure that does not collect this value from the resources running jobs, some conversion factor must be negotiated.

2.5.4.2 Future Work

At the time of writing the ActiveMQ interface into APEL only accepts a single type of job record for the CPU used by a batch job. The summary development mentioned above will include handling multiple types of record. As well as the summary record this will allow the repository easily to be extended to support other types of accounting, such as storage, as well as allowing evolution of the CPU UR. New accounting types should ideally be developed by all the infrastructures working together.

The RUS interface planned in APEL will allow other grid infrastructures to use a standard web services interface to publish records. This will replace item (e) in the integration list above.

2.5.4.3 ARC resources

Accounting integration was performed already during EGEE III. The aim was to gather and export accounting from the Nordic T1 and T2s, which for the compute part were based on ARC, and send data for selected VOs to the APEL central repository so they can be viewed with the EGI Accounting Portal. ARC-CE supports accounting via SGAS (SweGrid Accounting System, [R 19]) and an automatic script for exporting the accounting info gathered in SGAS to APEL was set up [R 20]. Currently, only LHC VOs are published to APEL but this could easily be extended to other international VOs.




The SGAS-APEL interface should be changed to the new one discussed above. This should be straightforward as the extraction and selection phase will not change, only the transport layer from JDBC to ActiveMQ.

2.5.4.4 UNICORE resources

Currently no means of collecting accounting and usage records are directly implemented within UNICORE. Instead, this is done directly via the underlying batch system, see for example as in the DEISA project, where the accounting data is converted into OGF-UR format and provided according to XUUDB access control.

Accounting services for UNICORE have been developed by NGI_PL and NGI_BY. These are being reviewed within the UNICORE community. D-Grid within the NGI_DE is also building a regional service to collect accounting data from UNICORE and other clients. Whichever one or more of these is deployed should add the common interface to publish data onwards to the EGI central repository. Discussions have started with the developers on this.

2.5.4.5 Globus resources

IGE has adopted GridSAFE  its accounting solution. It is currently under test. GridSAFE was designed as a  site accounting repository to collect data locally but it has the interfaces to accept data over the WAN  so it could act as a regional repository receiving data from a number of sites.

From the specification it does not have the ability to publish data on to higher levels in a hierarchy of repositories. It relies on others pulling data from it through an OGF RUQI interface rather than the EGI push model. However a proof of concept was carried out in NGI_UK to use their Globus RUS



client as a backend to GridSAFE to push data on to a remote RUS. This implies that data can be extracted so the APEL publishing model could be made to work.

2.6 Definition and Description of a Support Interface

2.6.1 Functionality

The user support infrastructure in use within EGI is distributed consisting of various topical and regional helpdesk systems that are linked together through a central integration platform, the GGUS helpdesk. This central helpdesk enables formalized communication between all partners involved in user support by providing an interface to which all other tools can connect and enabling central tracking of a problem, independent of the origin of the problem and the tool in which the work on the problem is done.

The interlinking of all ticket systems in place throughout the project enables to pass trouble tickets from one system to the other in a way that is transparent to the user. It also enables the communication and ticket assignment between experts from different areas (e.g. middleware experts and application experts) while at the same time allowing them to work with the tools they are used to. A standard has been defined for the interface between ticket systems and also a template for a ticket layout exists to ensure the quality of service. These are documented in the GGUS documentation [R 36].

For EGEE, and now EGI, a functional body has been defined to keep track of the ticket processing management (TPM). The TPM keeps a global overview of the state of all tickets and is responsible for those tickets that have to be assigned manually, i.e. so that they get forwarded to the correct support units. The TPM teams act as a 1st line support chain and have also to keep track of long-term trouble tickets and help to solve them with their very good general grid knowledge. In this way, a problem submitted to GGUS can be quickly identified as either a grid problem or a VO specific problem and addressed to the appropriate second line specialized support units or the dedicated VO support teams whose members have specific VO knowledge.

The second line support is formed by many support units. Each support unit is formed from members who are specialists in various areas of grid middleware, or regional supporters for operations problems, or VO specific supporters. The membership of the support units is maintained on mailing lists. A single e-mail address is available through which users can request GGUS for help. E-mails sent to this address are automatically converted into tickets and treated by the system.

2.6.2 Requirements

Regardless of the number of parties involved, the submitter of a trouble ticket should be able to transparently follow the chain of actions needed to solve the reported problem. This transparency together with the independence from the actual ticket system is used by the experts from the different areas who get assigned to the ticket. It can be seen that the main requirement of the ticketing system is that information flows between different parts of the EGI support network.

This is especially important since the support interface is not only used for 3rd level support dedicated to the end user, but also for the relevant parts of internal trouble ticket communication fulfilling standard operational, grid oversight and partially also development functionalities.

Other relevant requirements on the support interface is the existence of a functional body like the TPM as described above and the connection to a useful, searchable and well maintained knowledge base.

Other basic requirements that can be expected from a more advanced support ticket system:

- Differentiating between real problem tickets and service requests
- Ability to mark a ticket as spam
- Mail notification when a ticket is assigned to a support unit or person possible
- Possibility to involve several experts at the same time
- Searching tickets via ticket ID as well as via parameters
- Automatic reminders
- Several tickets describing the same problem can be put into a master-slave relation.
- Other dependencies can be represented with child and parent relations.

2.6.3 Integration of new Resources into GGUS

There are three distinct cases to be considered when integrating new resources into the EGI user support infrastructure:

2.6.3.1 Integration of a new Resource Centre into the infrastructure

In case a new resource centre is added to the EGI infrastructure this is resources centre is always part of an NGI. This means that NGI management has to make sure that all steps are taken that are needed. For the user support area this is a simple case as the information about resource centres is extracted from GOCDDB. This means that no manual steps are needed to integrate a new resource centre in GGUS.

2.6.3.2 Integration of a new NGI into the infrastructure

If a new NGI joins the EGI infrastructure it is required to provide a ticket system which is integrated with GGUS. This can be done in different ways, depending of the size and the maturity of the NGI.

- The simplest way, which might be suitable for a small new NGI is to use GGUS directly. This has the limitation of just one support unit for the whole NGI. Tickets cannot be assigned to specialized groups or specific resource centres within the NGI. This further processing of the tickets is done independently from the EGI support infrastructure.
- The NGI can make use of xGUS a customisable slimmed-down regional instance of GGUS. xGUS is hosted and maintained by the GGUS team. Customization can be done via an administrative web interface, which enables creating and managing support units and defining special workflows. xGUS comes with the interface to GGUS built in.
- The NGI can set up its own ticket system. In this case the NGI has to make sure that their ticket system fulfils the requirements of the interface definition to GGUS. The NGI ticket system needs to be interfaced to GGUS and the NGI is responsible for maintaining this interface. This for example includes testing the interface after releases of the GGUS portal.
- Details on the NGI creation process can be found on a dedicated page in the wiki [R 37].

2.6.3.3 Integration of a new Technology Provider into the infrastructure

Should EGI decide to utilize software from a technology provider that has not so far involved with the project, an agreement has to be found with that technology provider on how to integrate its support infrastructure with the EGI's. This process has taken place for the EMI and IGE projects.

EGI has set up a Technology Helpdesk which is interfaced to GGUS for that purpose. No general description of the details of the integration of a new technology provider into the Technology Helpdesk can be given here, as this is highly dependent on the internal support structure of the respective technology provider. Nevertheless it is important that this is done in a way that enables EGI to have an overview of issues with the products provided by the technology provider and to gather statistics on the quality of the support given by the provider.

EMI has set up a structure within the Technology Helpdesk for its various products, including e.g. ARC or UNICORE.

3rd level support for Globus will be provided by IGE. IGE provides a support infrastructure for the European Globus users in all European, national, and regional e-Infrastructures with EGI and DEISA/PRACE being the most important ones. The Technology Helpdesk contains a queue to forward 3rd level support tickets directly to the IGE user support team.

For details on the Technology Helpdesk refer to MS410.

2.7 Definition and Description of a Dashboard Interface

2.7.1 Functionality

In order to operate a distributed infrastructure, management and monitoring information has to be collected and presented in a labour saving way to assist the operators of the infrastructure in their

daily work. The dashboard interface combines and harmonizes different static and dynamic information and therewith enables the operators to react on alarms, to interact with the sites, to provide 1st line support and/or to really operate the sites by creating and supervising problem tickets on regional as well as central level.

The dashboard allows predefined communication templates and is adaptable to different operational roles (1st line support, regional, central). Sites in the dashboard scope can be regional, central or predefined out of a list and can be sorted and displayed according to numerous criteria to indicate actions needed for a single service, but also for a whole region or even the whole production infrastructure.

2.7.2 Requirements

A dashboard interface has to fulfil the functionality described above.

With the increasing relevance of the SAGA Service Discovery specification [[here](#)] (OGF) for a standards-based approach for interoperability one more requirement on the dashboard is to provide such a well defined interface in order to be prepared for the harmonized integration of many different third party information providers.

We assume that EGI as a whole should try to unify the input:

- All sites should publish their information via a harmonized information service independently of the middleware stack used (e.g. GLUE2 based BDI)
- Access should be regulated by a harmonized user authentication service like VOMS or something better (see also detailed discussion in section 2.8).

Thus the dashboard and other tools don't have to be adapted to too many different information and authentication services.

In reality, though, it might be equally important to more directly connect to prevalent third-party information providers. A dashboard design that can effectively handle commonly used information services, especially those already established within EGI, while at the same time providing a well defined standard interface for interactions is the preferred solution.

2.7.3 The Operations Portal

The Operations Portal [[here](#)] content is based on information which is retrieved from several different distributed static and dynamic sources – databases, Grid Information System, web services, etc. – and gathered onto the portal. Interlacing this information has enabled us to display relevant views of static and dynamic information of the EGI production grid.

Integrating different technologies and different resources creates high dependencies to the data provided. Consequently, our technical solution is organized around a web service implementation that provides a transparent integration of each of these resources. The web service in question is named Lavoisier [[here](#)].

The goals of Lavoisier are to provide:

- a web layer as independent as possible from the mechanisms technology used to retrieve the original information,
- intermediate information usable in the same format in order to cross-query it and
- information which is independent from the availability of the data provider.

This solution design means that the web application does not need to know the exact location of the

data provider and neither which kind of technology has provided the information initially. All these concerns are already taken into account by Lavoisier.

Lavoisier has been developed in order to reduce the complexity induced by the various technologies, protocols and data formats used by its data sources. It is an extensible service for providing a unified view of data collected from multiple heterogeneous data sources. It enables us to easily and efficiently execute cross data sources queries, independently of used technologies. Data views are represented as XML documents and the query language is XSL.

The global architecture of the Operations Portal is presented in Fig. 1.

By using a plug-in schema, information can be retrieved from heterogeneous data providers (on the left side of the schema in Fig. 1). These plug-ins transform information in various formats extracted from different technologies (i.e. RDMS, JSON, JMS, ldap, http, web service) into a standard format XML. At this stage it is easy to execute cross data sources queries by using XSLT transformation. In the end the web application is using all information in the same format (XML).

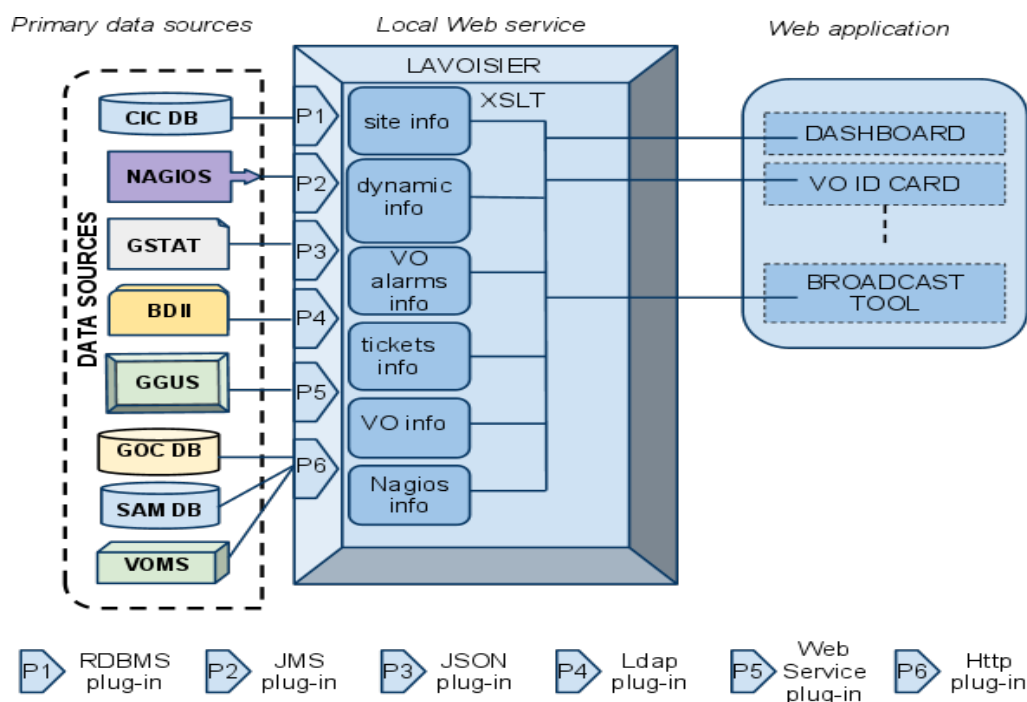


Fig. 1: Global architecture of the Operations Portal.

2.7.3.1 Integration of a new resource

The architecture of the portal has been designed to propose a standard access to information from an extended number of data sources. The integration of new data sources is eased by the use of the Lavoisier web service.

In the case of a known technology we will create and add a new view by using an existing plug-in out of the wide-range of plug-ins already available.

If a site and its resources are already integrated in all the other operational tools through existing information providers (e.g. registered in GOCDB, monitored by Nagios, publishing their information

via BDII and having a tree in GGUS), existing plug-ins can be reused and no additional integration effort for the usage of the Operations Portal is needed.

For new providers, we will develop new plug-ins to be able to retrieve information from a new provider.

The integration of different information systems present in different middlewares such as ARC, UNICORE, or Globus can be done via an abstraction layer.

One such a possible abstraction layer could be to integrate the SAGA Service Discovery specification [here] (OGF) into a Lavoisier plug-in which will permit to access information using different services (like the information service of UNICORE – CIS [here]) and different schemas like CIM [here] or GLUE Schema [here] standards.

Lavoisier’s flexibility allows us to be ready to integrate almost any kind of new information. Such an integration is certainly needed and meaningful for the new resource types entering EGI, such as HPC systems, virtualized resources or desktop resources. As long as these resources are monitored, it is possible to integrate them via plug-ins inside Lavoisier.

The integration will be done step-by-step during the whole project. The difficulty will be to identify the priorities in the components to integrate.

2.7.3.2 Alternative possibilities to integrate new information providers

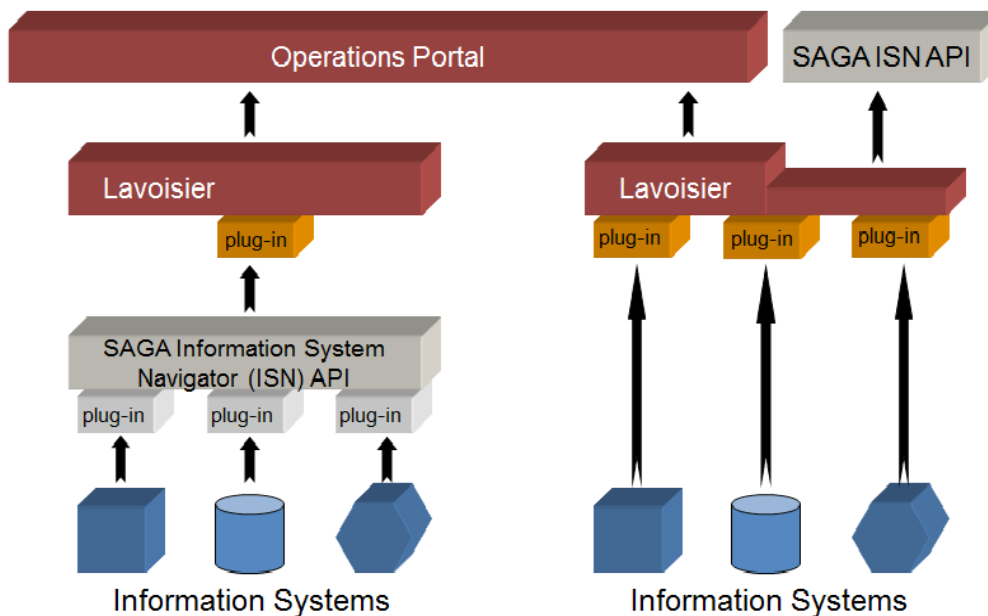


Fig. 2: Integration of new information systems into the Operations Portal

So far, no clear recommendation has been given yet on how to best include new information providers to the dashboard developers. The alternative depicted on the left side of the picture above might seem more work at first, but part of this work could probably be outsourced to the information providers and reused for other purposes. On the other hand, a Lavoisier to SAGA Information System Navigator (ISN) link might be needed anyway. The two possible alternatives are not mutually exclusive and might be combined.



2.7.3.3 Integration of a gLite resources

Plug-ins for all relevant information providers in the case of a site's gLite resources (Nagios, GOCDB, GGUS, BDII) exist and gLite resources can therefore be operated from within the Operations Portal.

2.7.3.4 Integration of a ARC resources

Plug-ins for all relevant information providers in the case of a site's ARC resources (Nagios, GOCDB, GGUS, BDII) exist and gLite resources can therefore be operated from within the Operations Portal.

2.7.3.5 Integration of a UNICORE resources

The UNICORE resources are registered in GOCDB and starting to be monitored by SAM/Nagios, GGUS trees exist. Hardware GLUE information could be taken from the Central Information Service CIS over the SAGA ISN API link.

2.7.3.6 Integration of a Globus resources

Globus GT5 resources are registered in GOCDB and starting to be monitored by SAM/Nagios, GGUS trees exist.

Taking into account that LCG-CE is very similar to Globus GRAM, lcg-ce information providers can be reused for the BDII. With that Globus resources should be able to be directly integrated into the operational dashboard.

2.8 User Management, Authentication and Authorization

The actual way users are administrated and authenticated effects many operational interfaces that have been defined so far. This might be especially true for accounting, but is equally relevant for monitoring or when using a high level tool like the operational portal.

The basic information on who is authorized to access a site's resources can be stored in different ways within different distributed infrastructures interested to join or collaborate with EGI.


Within the EGI production infrastructure one primary authentication token is the X.509 certificate and its proxy derivatives. A user would e.g. request a X509 credential with VOMS extensions from a national or organizational Certificate Authority (CA) which is recognized by the International Grid


Trust Federation (IGTF) (see also [R 11]). Resources within the production infrastructure are made available to controlled collaborations of users represented in the infrastructure through e.g. Virtual Organizations (VOs). Access to such a VO is governed by a VO Manager who is responsible for managing the addition and removal of users and the assignment of users to groups and roles within the VO.

On site, authorization information could be translated via native VOMS support or grid-mapfile equivalents.

Normally in a VO, the VO Manager assigns attributes and membership to people and this is controlled by the VOMS, but the sites can not influence this information. However a site sometimes wants to control access in more fine grained detail: like to ban one user from a certain VO, or limit the access to some of the resources.

In EGI there are resource providers who are not willing to offer pool accounts on their resources in order to enforce proper access control. Users have to apply for a personal account first and have a certificate mapped to it.

There are exemplary ways to distribute the authorization information in a unified way in a large grid infrastructure. In D-Grid, for example, the central Grid Resource Registration Service (GRRS) knows about resources and which VOs are allowed to use them. Each VO has a VO management registration service (VOMRS) server where users are registered with their certificate and D-Grid userID after they have applied for a userID and the VO membership. From this information a service is preparing mapping files for Globus, gLite, dCache [R 7], and UNICORE for each site which then are used by the relevant local services, e.g. the UNICORE User Database XUUDB. 

Ideally, EGI would provide such a central service where users apply for an EGI user account (within a VO) and then the accounts are created at the resource providers sites. 

2.8.1 Desired Functionality of a user authorization system

- Providing a consistent approach for identical DN/UID mapping which is not dependent to shared file systems
- Support for accounting of pilot jobs
- Global banning and unbanning of users over sites and services
- Providing an administrative tool to maintain and control DNs and policies, especially also supporting hierarchical policies.

2.8.2 Requirements on a user authorization system

We have different requirements:

- Identical user mapping functionality
 - It should be possible to use a centralized approach to do the DN/UDI mapping in a consistent approach. Solutions based on shared file system or shared pool directory are not acceptable as they add dependency to the middleware since not all of them are POSIX compliant. Besides in case of multiple users, each try to overwrite a shared entity which cause inconsistency.

- Policy based user access
 - site administrators should be able to ban users based on DN, CAs, VOs for the whole site or over multiple services.
 - The banning list and other policies can be created and written down in a well defined way, e.g. by using a language to create and customize policies like the Simplified Policy Language (SPL) as used in Argus.
- Support for single-user and multi-user pilot jobs
 - Pilot jobs are submitted through pilot submitter and the real owner of the jobs until they start execution on the worker nodes are not known which is important in the case of accounting. Using e.g. Argus as a centralized service, it should be possible to map users to a particular POSIXUID/GID.
 - This requirement is possibly not equally urgent as the other two, since authorization problems are only expected for multi-user pilot jobs.

2.8.3 Argus

EMI has selected the ARGUS authorization framework as general approach for user authorization based on the common SAML profile which shall be supported over all middleware stacks.

Argus is a authorization system for distributed services such Compute Elements, Portals and Worker Nodes and it replaces the Site Central Authorization Service (SCAS). In order to achieve this consistency a number of points must be addressed. Argus consists in several distinct components. The first component is the Policy Administration Point (PAP for short) service where all policies are defined and stored. Second, authored policies must be evaluated in a consistent manner, this task is performed by the Policy Decision Point (PDP). And finally, the data provided for evaluation against policies must be consistent, this is done by the Policy Enforcement Point (PEP).

The interfaces to the PAP and PDP daemons are standardized and well defined.

The EMI XACML working group is aiming at standardizing the XACML attributes <https://twiki.cern.ch/twiki/bin/view/EMI/EmiJra1T4XACML> used in the [policies/requests](#)

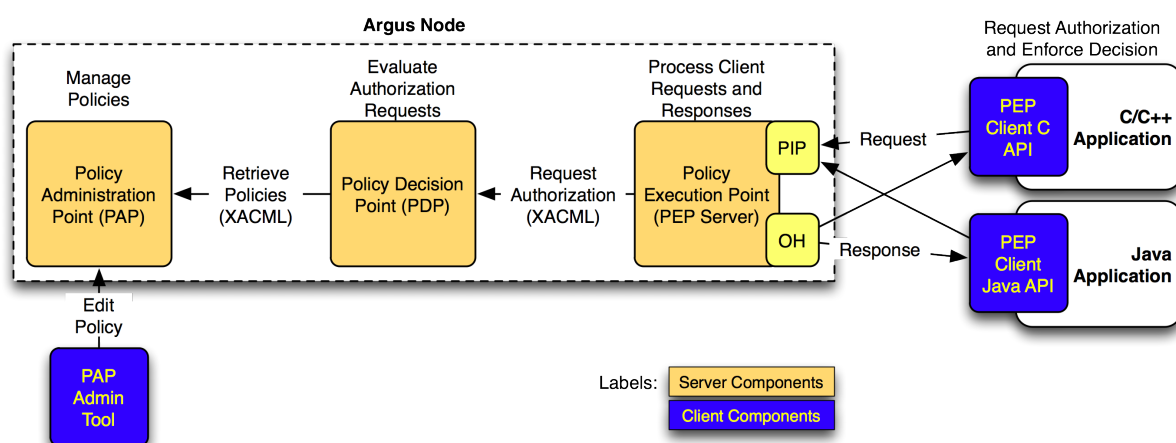


Fig. 3: Internal Argus Components

The three so far presented Argus components (PAP, PDP, PEP) are responsible for authorization.

Argus-EES is the component which maps DNs to particular POSIXUID/GID. It is normally contacted by the PEP. But not all middleware stacks are using PEP. It has also to be noted that Argus supports hierarchical policies since a PAP can use another PAP.

2.8.3.1 Argus and gLite

Several services can interact with Argus in gLite, eventually every service that uses SCAS for users validation can be migrated to use Argus. Basically Argus is designed to answer questions in the form of *Can user X perform action Y on resource Z at this time?*. If so, Argus gives a response to the PEP java client and the user can perform the action. If the request does not match to any appropriate access control policy then the access is rejected.

Several gLite services will be integrated with the ARGUS EMI authorization system:

- CREAM: Argus policies will grant access to grid users to access CREAM-CE computing resources. When a new user job is submitted to CREAM the site Argus instance is requested to accept or deny the job submission based on the site Argus policy.
- WN/gLExec: Pilot jobs can be mapped to a specific grid user based on Argus policy response instead of SCAS. Pilot jobs are mapped to grid user into WN following the Argus site security policy.

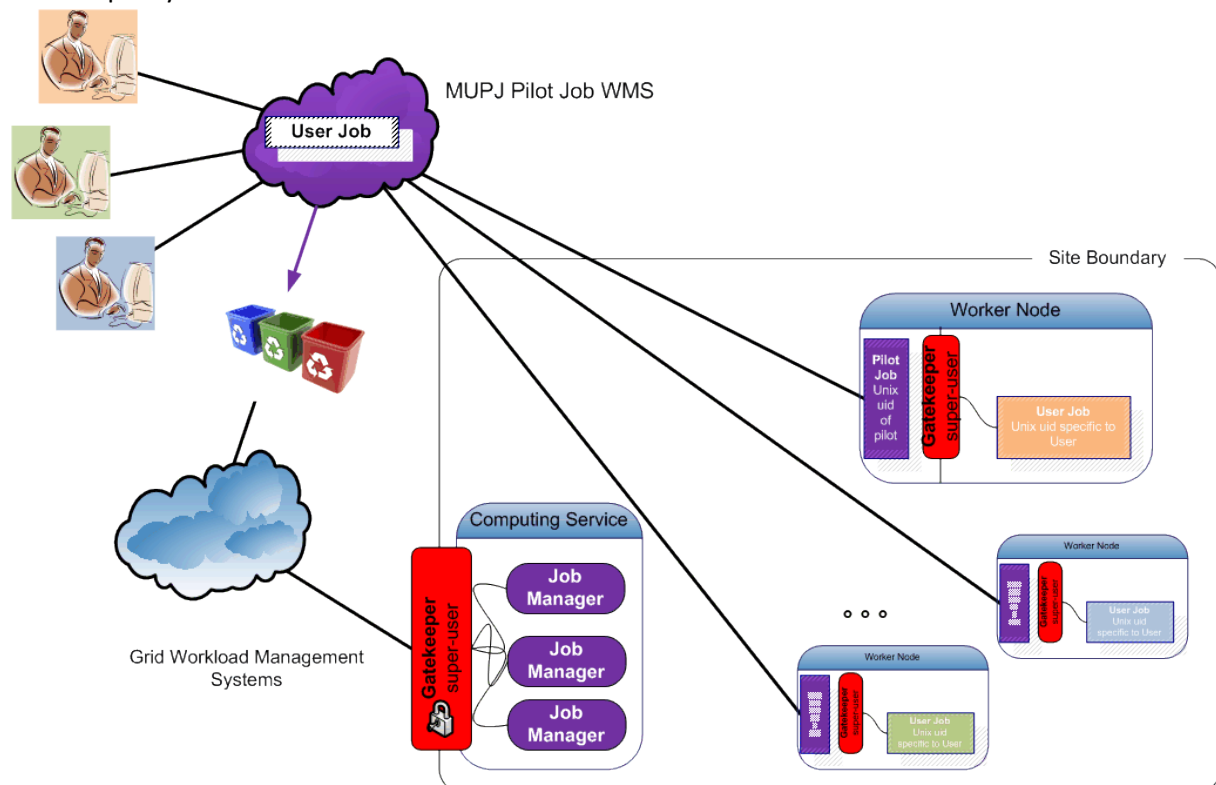


Fig. 4: gLExec Infrastructure

2.8.3.2 Argus and ARC



Nordugrid ARC middleware requires a consistent mechanism to provide authorization based on user DNs. Existing ARC releases don't provide coherent solutions to address issues such as identical DN/UID mapping, DNs and policy maintenance, Global banning and unbanning of users over sites or specific services and support for accounting of pilot jobs. To overcome these issues, the Argus authorization framework has been opted as an effective solution to be integrated with the Hosting environment daemon (HED) component in ARCV1.

HED is in charge of authorization requests for incoming user jobs. During the user ID mapping process the HED component initiates the authorization client which then communicates with the PEP daemon in Argus. As a first step, the ID mapper within HED collects the Grid credentials and tries to configure the HED authorization client so it can establish a communication channel between the HED client and the Argus authorization framework to send and receive the eXtensible Access Control Markup Language (XACML) requests/responses. XACML is a declarative access control policy language based on XML and can be used as a processing model which describes how to interpret the policies http://docs.oasis-open.org/xacml/2.0/access_control-xacml-2.0-core-spec-os.pdf.

By default an ARC authorization and authentication request is composed of a XACML subject, resource, action and an additional XACML environment element which differs from the response structure received by Argus with attributes such as: XACML decision element and obligation. The HED authorization client uses the gLExec LCMAPS plug-in to send and receive these requests and eventually parse the XACML response decision to authorize the user and the obligations to map a user to a local account.

Currently as a proof of concept an Argus provided client is in charge of sending/receiving messages to the PEP daemon. However, eliminating communication to the PEP daemon from the ARC authorization client will increase the performance and can be achieved through providing a profile for ARC in Argus.

Further details on implementation, deployment and configuration examples can be found under **Into references: http://wiki.nordugrid.org/index.php/Argus_integration**

2.8.3.3 Argus and UNICORE

For the case of UNICORE what normally is referred to as authorization is split into two terms: "authorization" in UNICORE means the decision if a certain request is allowed or not; "incarnation" in UNICORE means to map a request to a local system (what includes more than in e.g. in the case of gLite: not only UID/GID(s), but also symbolic application names are mapped, as well as symbolic arguments, execution environments, etc.).

The current working state for authorization can be described as follows: UNICORE has a built in mechanism called PDP which is responsible for the actual authorization. The administrator can choose its ~~type of~~ implementation. The default implementation uses a file based authorization policy. This default XACML based policy ~~allows the administrator to assign a special~~ ~~predefined~~ ~~s~~ attributes to ~~allow/ban~~ a user. Therefore authorization is typically administrated by assigning attributes for users using tools of choice: UVOS, XUADB, files. XACML policy is modified only to ban or allow access also for in case of complicated use-cases (e.g. banning all users of a certain VO but only at night). So in the case of UNICORE authorization can already be controlled to the desired level ~~-~~ without using Argus. Argus can be seen as an intermediate solution: its usage will allow for ~~—~~ more flexibility than ~~it~~ is

provided by assigning attributes while and still allowing administrators not to learn a complicated XACML syntax. However a really advanced authorization problems wstill stwill require manual XACML policy editing. Argus integration may be also be considered if grid deployments (to whatever, because of e.g. legacy reasons) prefer to keep attribute sources very simple.

Concerning incarnation: attribute source services (UVOS/XUADB/or even a file) define permitted and default values for users/groups of users etc. within UNICORE. As in the case of e.g. D-Grid the input and definition files for these attribute source services can be created in a more global way. Additionally a local configuration file is used for application related data. Users can express preferences to choose desired values (e.g. a desired GID) out of possible ones. Additionally the local administrator can define hooks which modify the incarnation.

So even if the current user management already fulfils our basic requirements it will be useful to integrate UNICORE with an EGI wide supported user authorization system for the sake of unified access or in scenarios where different middlewares are deployed on one site.

To integrate Argus with UNICORE there are three different integration options to be discussed:

a) Usage of Argus PDP. UNICORE can be configured not to use the local XACML file as in the default implementation, but to contact Argus PDP instead. The Argus PEP component is intentionally skipped as it is spurious, slower and using a proprietary protocol. The obvious drawbacks with this approach is that a web service call has to be made for each request which is quite slow, and in the case that Argus is unreachable (down, network overload,..) the relying services would be down. Furthermore the current implementation of the SPL is still too simple to express a default UNICORE policy, but this will be fixed soon in a later release of Argus. other problem with this approach is that it would be quite difficult to have it in a hierarchical setup since it is not well defined/configurable how the policies are merged.

b) Therefore the currently preferred option is to use Argus PAP directly. The according prototype is nearly ready, and will be finished until the end of September. Policies are fetched from the Argus PAP and evaluated locally. This is fast and Argus fault-tolerant. Additionally it will be implemented in such a way that the policy from Argus which is very good for expressing at_banning statements will be integrated as a part of the default policy to avoid any integration problems. For this implementation an extension of the Argus SPL is not needed.

c) A third integration possibility (independent from the two previous ones) would be to use Argus EES for integration/incarnation. To do so a refactoring of the UNICORE container would be needed. This possibility/feature to contact Argus EES is only in the planning state for a future (clearly beyond this years development plan), so for now only the UNICORE native incarnation is possible.

2.8.3.4 Argus and Globus

Globus still all relies on the entries in the Globus grid-mapfile for authorization purposes.



VOMS of VOMRS can be used to provide the necessary entries in order to achieve a high-level VO management for Globus.

Ask oscar okoeroo@nikhef.nl on something less technical?

The following features concern the Globus gatekeeper, gridftp and gsi-opensshd:

Features to ramp up to Argus integration, planned release UMD 1.2:

- Non-VOMS poolaccount support (legacy feature)
- VOMS-based authorization and (pool)account mapping

Feature planned before the end of the year:

- Integrate the Argus call-out as a supported plug-in

On the todo list:

- Minor development in the already existing Argus plug-in
- Ensure that the Argus protocol libraries are suitable for integration on the platforms IGE wants to be able to deploy on. Some issues need to be resolved for SLC6/CentOS6 and probably Debian6 too.



3 INTEROPERATION AT PROCEDURES AND POLICY LEVEL

3.1 Scope

3.2 Current EGI Procedures and Policies

3.3 Future Procedures

4 OUTLOOK AND FUTURE PLANS

4.1 Operational requirements coming from NGIs

4.2 Operational requirements coming from our integration taskforces

NEW!

During the last year specialized integration taskforces have been created to keep an open dialogue between all involved parties and in order to keep more transparently track of the current ongoing efforts.

In the direct future: Deeper focus on Accounting with the outcome after the EMI Computeraccounting wg within the UNICORE and Globus integration task forces. And learning from our staged-rollout experiences.

Will be able to see how good our procedures (like site certification, defining operational set of SAM probes,..) work and where they have to be adapted.

4.2.1 UNICORE integration taskforce

The UNICORE integration taskforce started its work in February 2011.

https://wiki.egi.eu/wiki/UNICORE_integration_task_force

- unicore-integration-tf@mailman.egi.eu <https://www.egi.eu/sso/groupView/unicore-integration-tf>

One of the biggest issues with GOCDB UNICORE integration could be solved by implementing an alternative solution to enter ServiceEndPointURLs into GOCDB. After some bug reports all [RFC 3986](#) chars can now be entered into the URL field. The first UNICORE services have been added to GOCDB. UNICORE SAM Nagios probes should now be included in SAM Release 13 which has been shifted to August.

Problems with certain not completely middleware independent formulations in the Resource Center OLA, have been brought to notice of the OMB and will be discussed there with other changes to the OLA in December 2011, January 2012.

4.2.2 Globus integration taskforce

After the success of the UNICORE integration taskforce the Globus integration taskforce has been brought to life during the Technical Forum in Vilnius in April 2011.

(refs, as above)



Globus SAM Nagios Probes have been included already by SAM Release 11. Now we will follow through the whole staged rollout-out process.

4.3 Operational requirements coming from Collaborations with other DCIs

5 REFERENCES

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| R 1 | Operations Portal Home Page https://operations-portal.in2p3.fr |
| R 2 | Lavoisier Home page http://grid.in2p3.fr/lavoisier |
| R 3 | SAGA Service Discovery API http://www.ggf.org/documents/GFD.144.pdf |
| R 4 | Common Information Service (CIS) for UNICORE Grids http://www.unicore.eu/community/development/CIS/cis.php http://www.d-grid.de/fileadmin/user_upload/documents/MonitoringWorkshop/Memon.pdf |
| R 5 | Common Information Model Home Page http://www.dmtf.org/standards/cim/ |
| R 6 | GLUE schema http://infnforge.cnaf.infn.it/glueinfomodel/ Glue Schema specifications http://www.ogf.org/documents/GFD.147.pdf |
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