

Internal ROC DECH Report

Sven Hermann / et.al.

Karlsruhe Institute of Technology



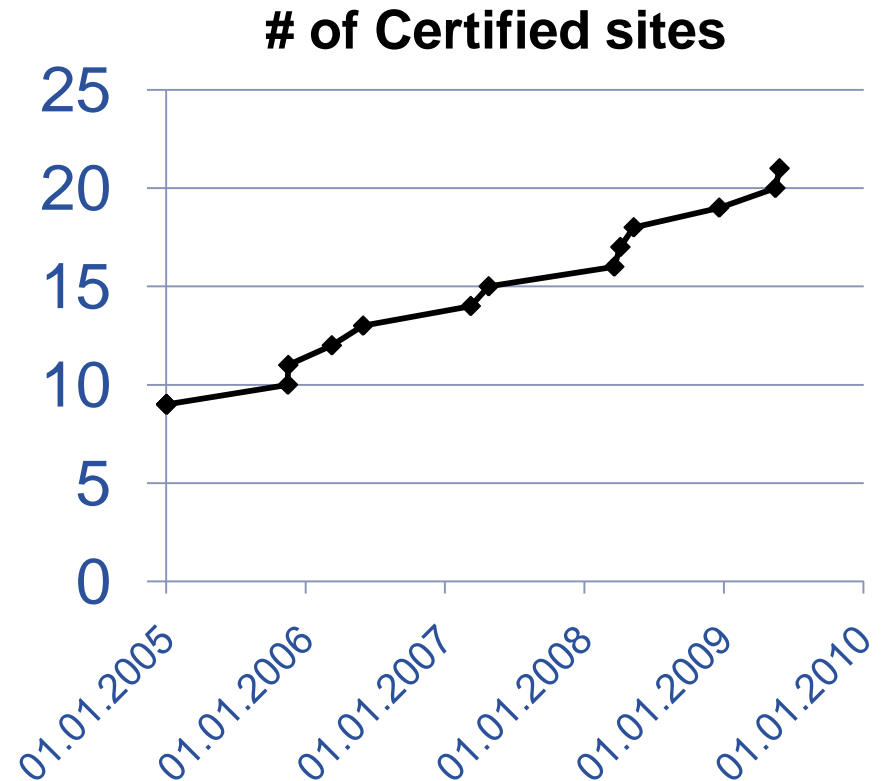
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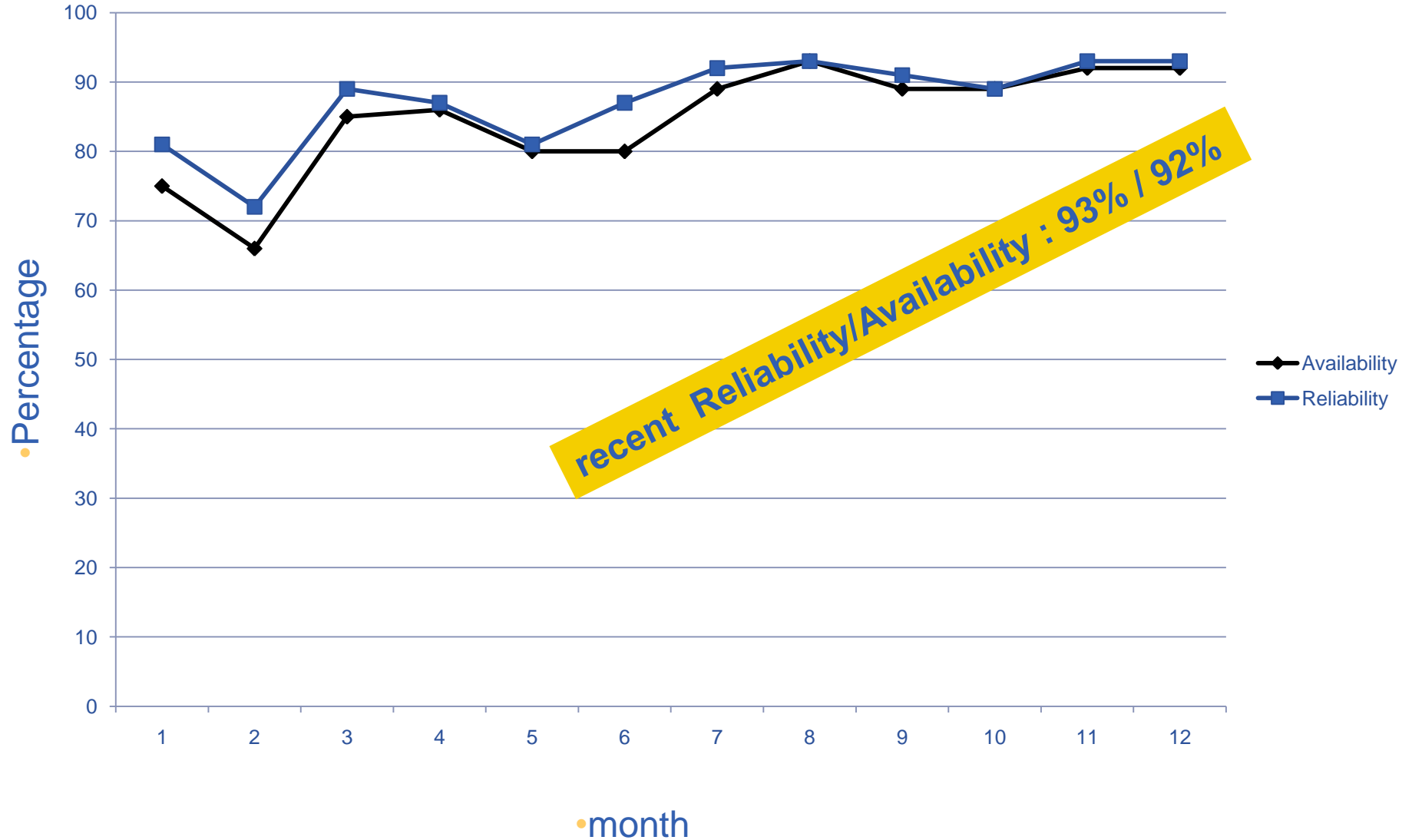


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- **ROC consists of 6 strong, highly grid experienced partners**
 - Supporting *local* up to *global* grid operations, middleware support
 - *Monitoring* infrastructure (global **ok**, regional **in progress**)
 - Site registration & certification
 - VO oriented pre-production
 - Biweekly DECH SA1 meetings
 - Regional knowledge base:
 - DECH Wiki (CSCS)
 - MW-Wiki (SCAI)
 - Performing prod. Environment more than
 - **ca. 22000 logical CPUs**
 - **ca. 9 PB Disk**
 - **3 Mass Storage Systems**

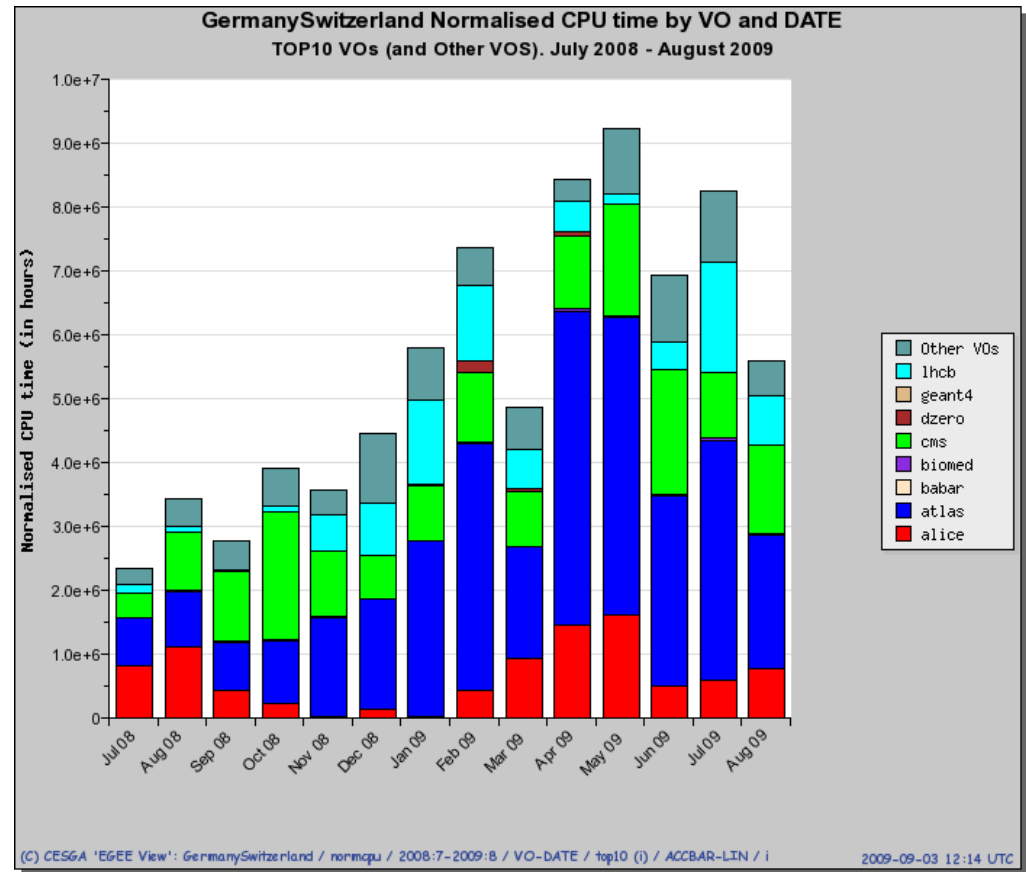


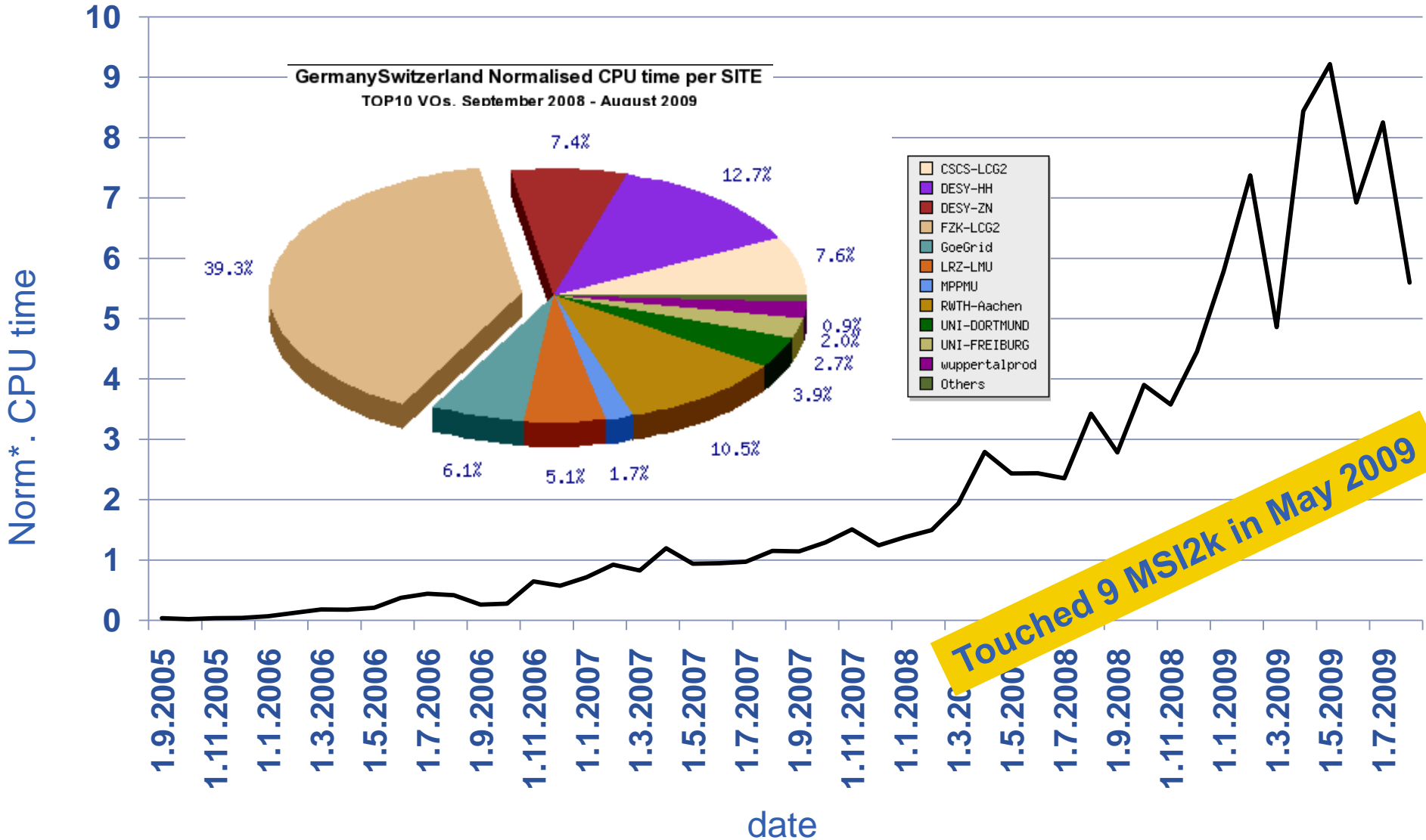


- *Global:*
 - OPS, DTEAM, ALICE, ATLAS, CMS, LHCb, HONE, ILC, ZEUS, BIOMED, EGEODE, ESR, ...

- *Regional:*
 - DECH, CALICE, DCMS, ILDG, GHEP, ...

- *Local:*
 - heliade, gear, baikal, desy, herab, hermes, icecube, compass, ...

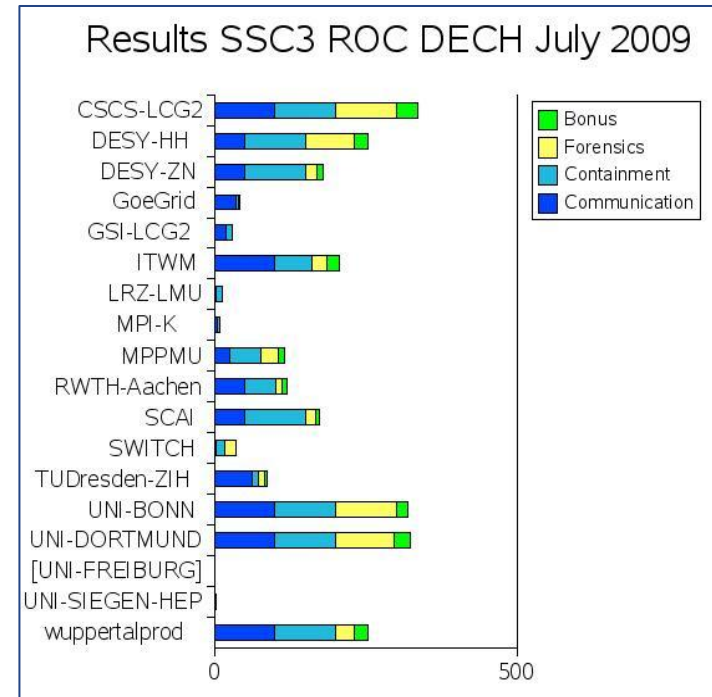




* to a reference value of 1000 kSpecInt 2000

- **ROD Model (since 15th June)**
 - ROD+1st line support in **one** shift / **4 teams** / **weekly** rotation
 - Site solves new problem within 24h, otherwise ROD opens ticket
- **Tools**
 - COD dashboard
 - Monitoring:
 - SAM + Dashboard.
 - Future: Nagios server (<https://rocmon-fzk.gridka.de/nagios/>)
 - Ticketing system: Regional Helpdesk:
 - <https://dech-support.fzk.de>
 - for Knowledge Sharing:
 - Dashboard handover, Mailing lists, DECH wiki
- **# Tickets/week:**
 - CIC ~ 2, GGUS ~ 8, ROC-DECH ~ 5

- **Basic tasks**
 - Day-to-day business, like OSCT duty contact, etc.
- **Incident response**
 - <https://twiki.cern.ch/twiki/bin/view/LCG/IR>
- **Training and dissemination**
 - Organized a security workshop at GridKa-School 2009
- **SSC3 in ROC DECH (July 2009)**
 - 17 sites could be tested out of 22
 - Many sites need to improve incident handling skills:
 - EGEE incident response procedure
 - sites' responsibilities during an incident
 - minimize the impact on the Grid as a whole



- **GGUS – Global Grid User Support**
 - Operational since 6 years
 - More than 50000 grid specific problem tickets
 - GGUS support staff comprises around 1000 experts
 - 65 support units
 - 12 external helpdesks interfaced and connected
 - Many specific features for the coordination of the project wide support efforts – shown during this conference's demo



- **ROC DECH helpdesk - <https://dech-support.fzk.de>**
 - A clone of GGUS adapted to the needs of ROC DECH
 - Developed, operated and maintained by the GGUS team @ KIT
 - 22 sites of the DECH federation included
 - 4000 trouble tickets related to the ROC DECH federation
 - Support staff comprises 167 grid experts
 - Detailed ticket statistics available on the website (biweekly)
 - Reduced development effort during the recent past in anticipation of EGI

Questions?