Altas Dedicated Support

Vamvakopoulos E.

IN2P3-CC

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CENTRE NATIONAL
DE LA RECHERCHE
SCIENTIFIQUE

- **Daily Tasks**
- **Treat and Follow up of the Tickets**
- **Notification and Information**
- **Records and Communication**
- **Services Transition and Operations**
- **Meetings and Reports**

Daily tasks ...

- **Read Atlas e-log Plan of the Day (Remind of the Major Interventions on Central Services).**

- **informed by the Control Room for incidents and exceptional interventions.**

- **Production and Analysis Jobs Failure Rate (Panda monitoring): with respect to the local batch system (GE) and the CREAM service.**

- **Monitoring of the data transfers (DDM): with respect to the FTS and the dCache service.**

- **Check the health of Voboxes (Frontier, squid, ...)**

- **Check for open Tickets for the atlas VO ...**

- **Interaction with Control Room, Service Experts and WLCG Representative, if there is the case.**

- **Follow/Treat the GGUS Tickets (ADC, Squad and Users): The vast of Majority are Team Ticket, T1 experts are aware of these tickets).**

- **Treat the ADC Site Savannah tickets to the Tier-1: internal issues in the level of the VO**

- **Treat mail from the DAST (Central Atlas HelpDesk)**
  - **User submit a mail to DAST for a support, if there is the case DAST Shifter put in the loop the support-people of the site.**

- **Treat the X-Help tickets assigned to ATLAS Support**
  - **T3 user support (e.g. environmental setup / sps problem/ Resource Allocation,.., etc)**

Notification and Information

- **Remind/Inform ATLAS ADC about major interventions (Scheduled Down Time) at IN2P3-CC**

- **Inform ATLAS ADC (Incidents unscheduled Down Times)**
  - **Pass verified information base on Control Room**
  - **This is very important as ADC have to take decisions**
  - **(e.g. if FTS or Oracle is dead, this outage affects all the FR ATLAS cloud)**

- **Inform the French Squad Team about issues and incidents related to Tier-1 and FR cloud(and vice versa).**

- **Inform Control Room about Atlas perturbation.**

  Communication Tools: elog's or mail

Records and Communication

- **Log Plans, changes and issues in the level of the site   at atlas-support e-log**

- **Log changes and issues in the level T1/FR Cloud (e.g. factory issues) at French squad e-log.**

- **Log changes and issues in the level of the VO (e.g panda scheduling config) at Atlas e-log**

- **Write documentation and record information at the site's Wiki**

Some times there is an overlapping ...

Participate as a interface between ADC Expert and Local experts on services Transitions and Operations in the level of the Atlas VO when it is necessity ...

- **Participation in ATLAS LFC migration to CERN**
  - **A collaboration with ATLAS DDM operation people, lfcmaster, dbmaster, WLCG representative.**

- **Make Operations in the level of Pilot Factory and Panda (queue manipulation in the level of the VO) in collaboration with Atlas Squad and ADC People.**

- **Support Frontier and Squid system for Atlas condition metadata: A collaboration with ADC-Frontier-Group and dbmasters, sysunix,..,etc.**

Meetings and Reports

- **ADC operations weekly meeting (Gather Informations & Recommendation). In Addition, this is the Last Frontier for the WLCG Recommendations.**

- **ADC Frontier Group Bi-Weekly Meeting (Site Report About Frontier).**

- **LCG-France CAF Monthly meeting (Site Report)**

- **LCG-France T1 and AF Monthly meeting (Gather infomation, WLCG issues, and Site Report).**

- **Atlas Software and Computing Workshop at CERN ~every 4 months.**

- **Local weekly meetings at IN2P3-CC (group support, operations,...,etc).**

Further Plans ... ...

- **Follow-up the Atlas service Critically for the next scheduled downtime**

- **Testing the new version of the Pilot Factory (and new VOBOX renewal machinery)**
  - **Auto regulation mechanism: The issue with empty Pilots**

- **Follow up the Frontier/squid service ...**
  - **No GGUS ticket for this service last 7 months**

- **The Glexec issue and Gliding-WMS in the level of atlas (?)**

- **Interesting issue : The transition on SL 6.x (Atlas Software) (?)**

  Participate with motivation in a new internal project of the IN2P3-CC (CMDB).

Merci De Votre Attention !

BACKUP