Operations Portal

Cyril L'Orphelin – CCIN2P3/CNRS

Application Hosted By CCIN2P3

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http://operations-portal.egi.eu

- **The dashboards**

The detection and the follow-up of incidents on the different sites of the EGI infrastructure trough synoptics views . The different interfaces summarize the different information related to the sites especially the different monitoring statuses and allows to open trouble tickets.

4 different dashboards have been developped :

- the historical one used for the daily operations on the different NGI (R-NAGIOS)
- a central dashboard to detect potential problems in the NGI operations
- one dedicated to detect and follow security incidents and vulnerabilities (Pakiti + Security Nagios Box)
- one oriented for the VO Operation (VO Nagios Box)

- **VO ID CARDS and VO Management Module**

  - The VO contact points (VO managers, VO User mailing list, VO representatives, etc.)
  - The VO global information (enrolment URL, status, discipline, etc.)
  - The Acceptable User Policy of the VO
  - The VO's Core Services
  - The VOMS information (Groups and roles, certificate details, etc.)
  - Any other specified requirements (CPU needed, RAM needed, etc.)

Different interfaces allow user to declare a new VO into the EGI infrastructure.The different filled information are checked and the Operation team is able through a specific module to manage the new registrations, the updates .

- **Broadcast Tool**

With this tool every authenticated user are able to contact several categories of stakeholders impacted by a problem, an announcement, or a specific release. The aim is to share with the different actors of the EGI community some usefull information.

  - an archiving service
  - a search engine to retrieve the different entries in the archive system related to the search criteria (author , subject …)
  - the possibility to add customized contacts
  - the possibility to use templates

- **Downtime visualisation and notification Tool**

  A visualisation (charts) and notification (emails or rss) system related to the downtimes impacting the services, the sites, the NGIs or the VO .

Features

- **A/R Module**

A reporting and computing system giving the availabilities and reliabilities for:
- the TOP-BDII services,
- the sites
- the services of a VO (prototype)
- The Core Services of a NGI (prototype)

- **User Tracking**

A user tracking tool which allows an end user to contact another user without having their email address, through his DN certificate

- **Metrics and charts** :

   Metrics and charts
   - about the distribution of the users per VO, per discipline
   - about the global distribution of resources or for a specific VO (e.g alice)
   - about Operational activities

Components Overview

The architecture is composed of three modules:

- A database – to store information related to the users or the VO - namely MySQL
- A web module – graphical user interface – which is currently integrated into the Symfony and bootstrap frameworks
- A Data Aggregation and Unification Service named Lavoisier

Lavoisier is the component used to store, consolidate and "feed" data into the web application. This module provides information from various sources without the portal being directly dependent on those information sources thanks to a caching mechanism. This indeed protects us from intermittent failures of information sources.
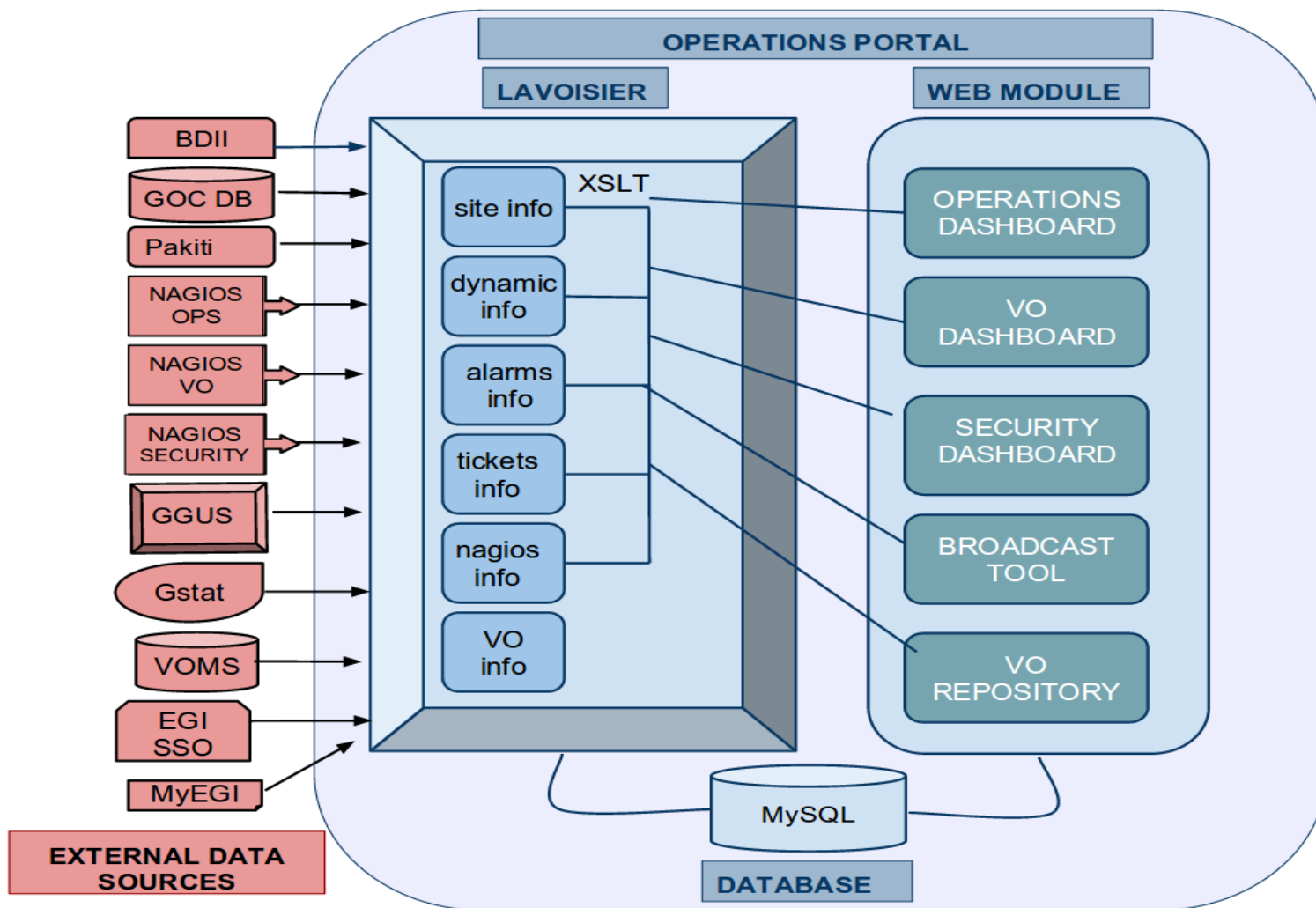
Monitoring of unsupported middleware version

1) Raise in the COD dashboard in the first step

- Modifications of access rights and authentication
- Development of specific reports per NGI , sites
- Modification of ticket templates
- Integration of a new view for COD staff

2) Then integrated in the regular dashboard

- Integration of midmon Nagiox Box
- Integration of the security probes

Prototype of a generic dashboard - Released In December
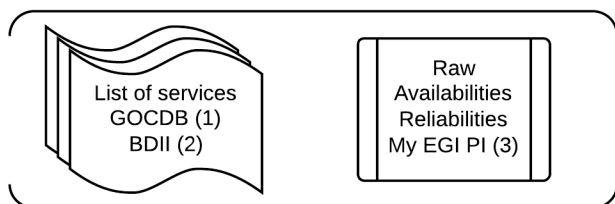
The main new features are :

• A complete history is available for an issue

• Automatic removal of alarms with ok status in the main view

• Alarms grouping mechanism with possibility to add /remove alarms after the ticket creation

• The possibility to detect issues on local or non EGI resources

In parallel we have initiated the refactoring of the helpdesk module :

- template and work-flows configurable

- working with GGUS, RT and easily extensible

This work has been stopped during the beginning of the year due to 2 reasons :

- The priorities of the A/R Module has been increased by the project.

- one of the developers of the portal has left the project.

Last Developments

List of services
GOCDB (1)
BDII (2)

Raw
Availabilities
Reliabilities
My EGI PI (3)

(1) For the NGI A/R , the NGI CORE services group is given by GOCDB PI
(2) For the VO A/R, the list of services supported by the VO is extracted from the BDII
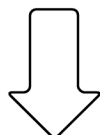(3) The raw values of availabilities / reliabilities is given by the MyEGI PI on a hourly basis and a service basis
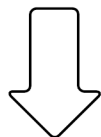
- Filter data
- Limit the list of services by the one registered in the SAMPI
- Compress data

NGI and VO Availabilities-Reliabilities reporting system
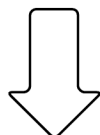
Re-Aggregation of Availabilities and Reliabilities
- per hour
- per group of services

Computation of Availabilities / Reliabilities and related metrics

Computation of Availabilities, Reliabilities, metrics
- per day
- per group of services
- per entity (NGI or VOs)
- per month