



Centre de Calcul de l'Institut National de Physique Nucléaire et de Physique des Particules

eTRIKS Support & other activities

Gino Marchetti, CC-IN2P3 / CNRS

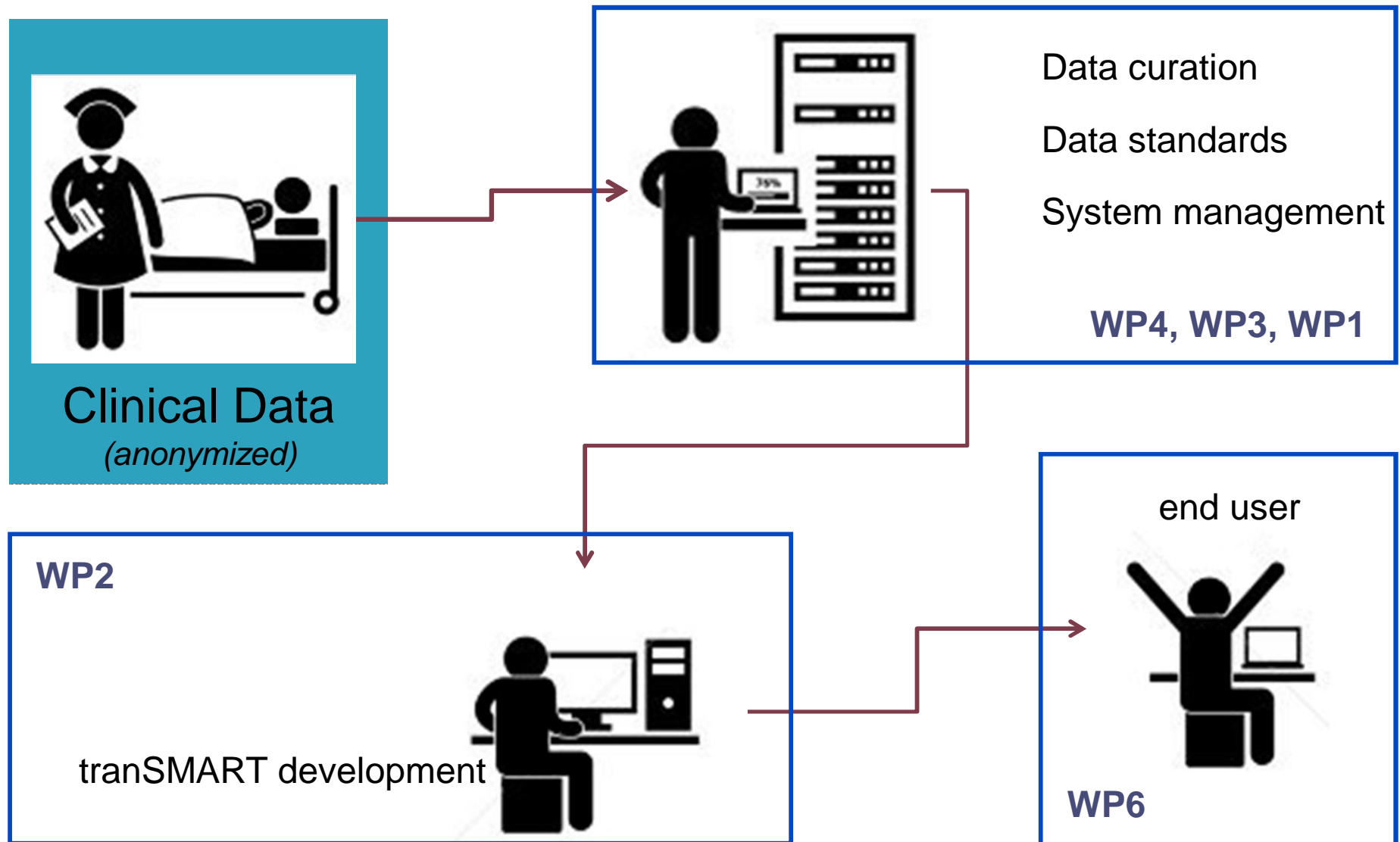


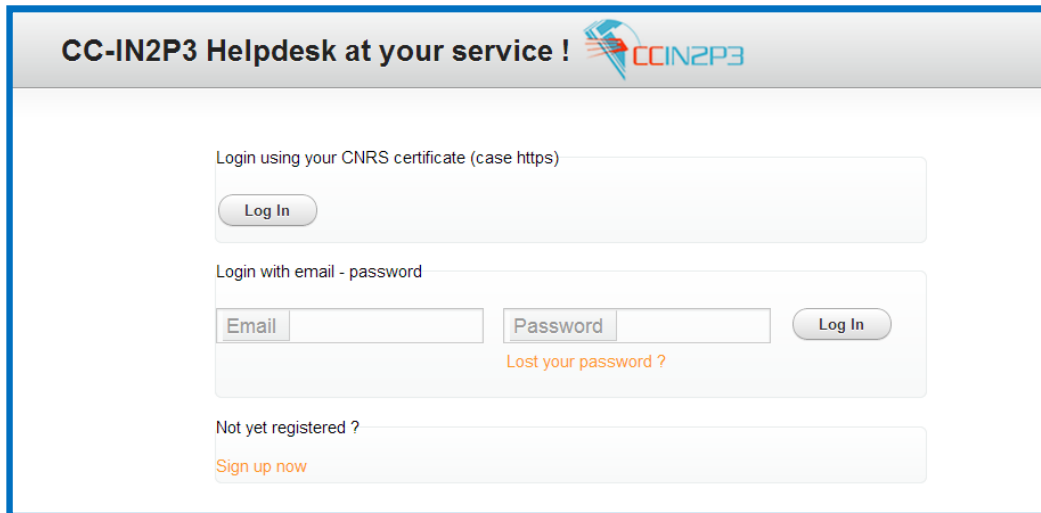
April 1st, 2014




- ▶ Support of eTRIKS project activities
- ▶ Meetings & Reports
- ▶ Training coordination

- ▶ Answer and/or dispatch tickets
- ▶ Provide support on the ticketing system
- ▶ Monitor & report the OTRS activity
- ▶ Train project members as OTRS agents





CC-IN2P3 Helpdesk at your service ! 

Login using your CNRS certificate (case https)

Login with email - password

[Lost your password ?](#)

Not yet registered ?

[Sign up now](#)

Service Desk

eTRIKS
dedicated
queue

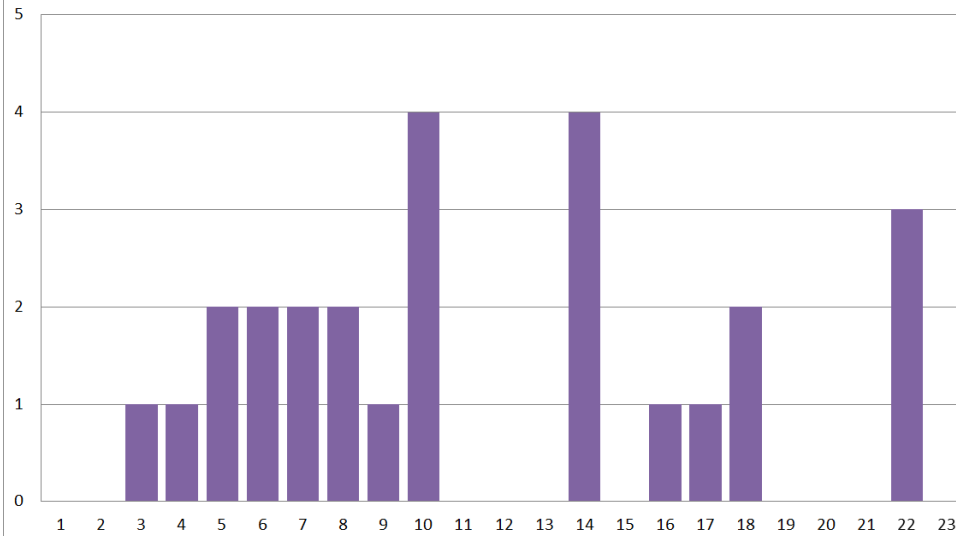
Tickets are addressed within 24
hours, 5/7d ; 8-17:00 CET

Periodic report is to be made
available for the community

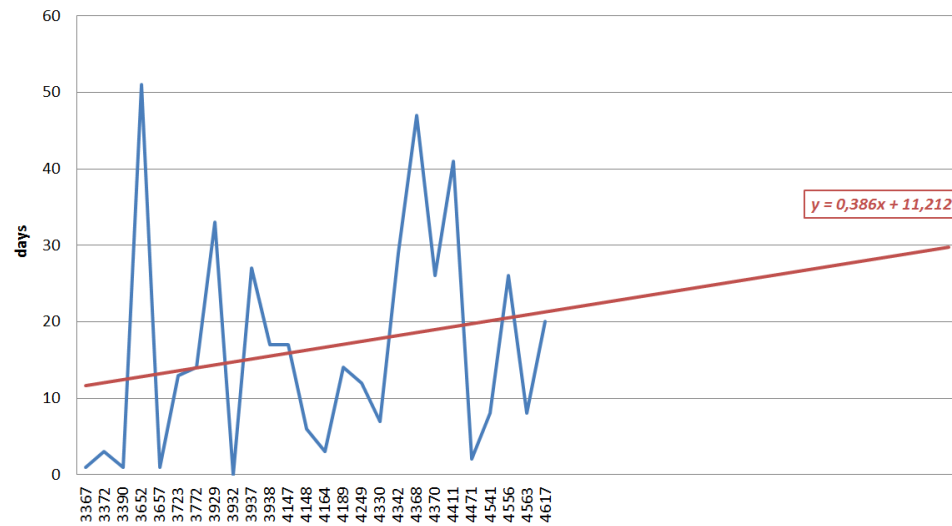
1st Level: Dispatch
(Ioannis Pandis, Gino Marchetti,..)

2nd Level: Expert Treatment
Platform (WP1), Software (WP2), Data formats (WP3/4),...

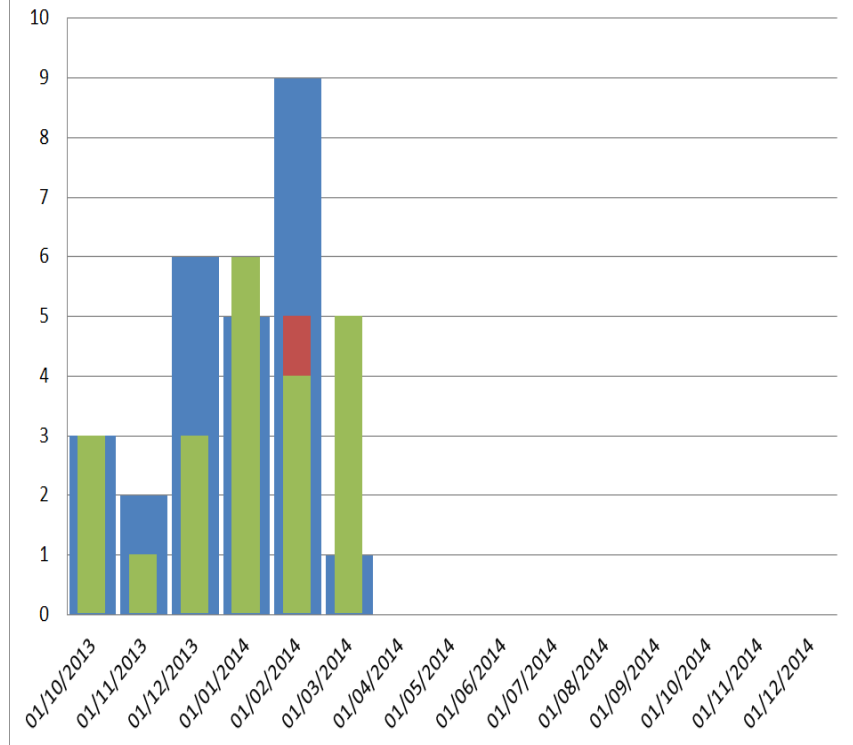
eTRIKS ticketing submission activity (weeks)



Ticket closing activity (days)



Addressed / Closed tickets per month



Last Update: March 28th

- ▶ CC-etriks meetings (anytime we can)
 - Inform each other on the WPs progresses
- ▶ Monthly CC-IN2P3 team and group meeting
 - Inform the CC community on eTRIKS
- ▶ Weekly work-package teleconferences
 - OTRS report, training organization,...
- ▶ 2 x month F2F meetings in EISBM (Lyon 7)
 - Deal with training organization (WP6/7) or end user issues
- ▶ Networking during workshops, trainings, meetings
 - *January* : Barcelona ;
 - *March* : Esch sur Alzette (Lux) & Lyon ;
 - *April* : Berlin ;..



Training Fields



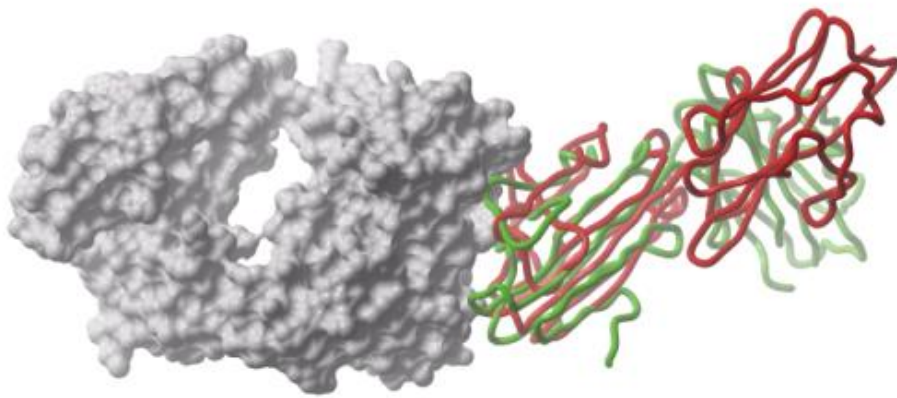
- ▶ Data curator / uploader (1 f2f meeting)
- ▶ tranSMART user (9 f2f meeting)
- ▶ OTRS agent (1 webinar)
- ▶ Security & Privacy (1 webinar)
- ▶ Standards (?)



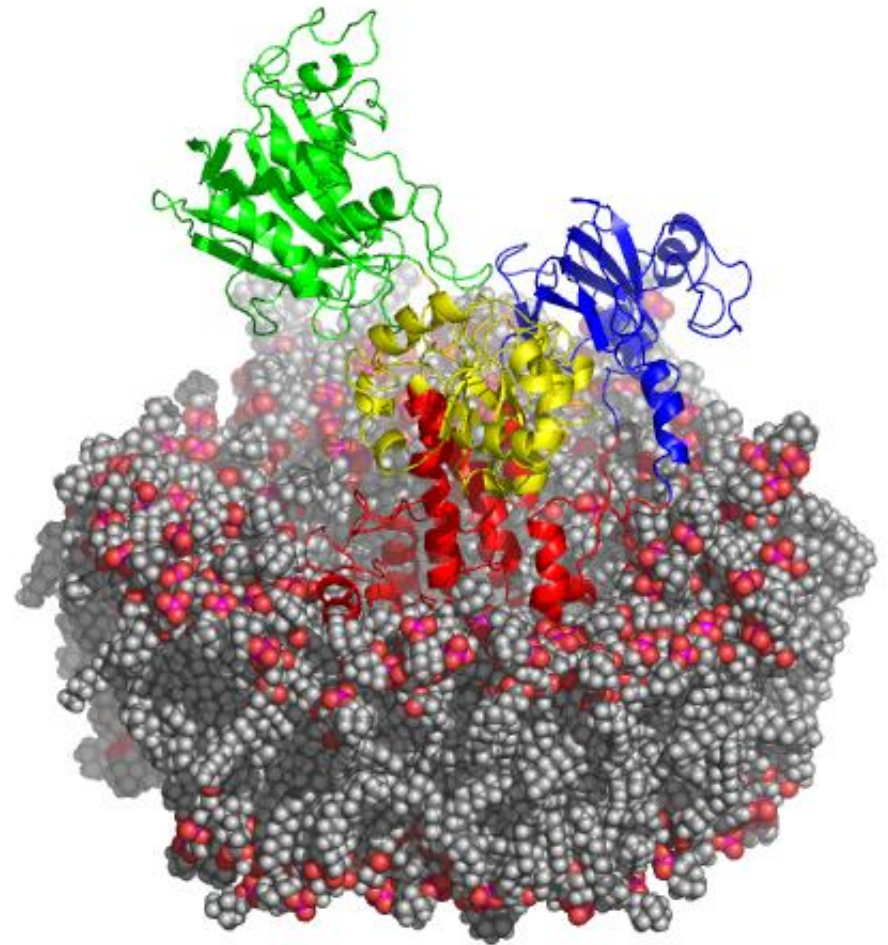
Organization: meetng.in2p3.fr

Feedback: cctools.in2p3.fr/survey/

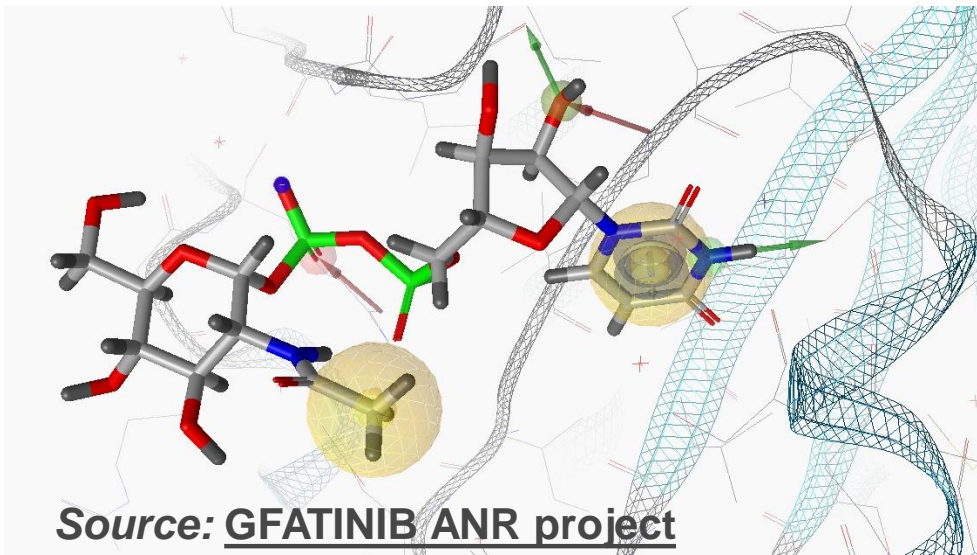
► New Bioinformatics challenges in CC-IN2P3?



Source: BSC, CAPRI competition



Source: PhD thesis



Source: GFATINIB ANR project



cc-etriks @ Barcelona (Jan 2014)



Questions?

➤OTRS ticketing system answers several tasks in eTRIKS %Description of Work#

1.5	Service support Different user groups require different support. A service support will be implemented accordingly, using the appropriate tools, metrics, and procedures.
1.5.1	<i>Setup an issue tracking system</i> CC-IN2P3 will evaluate the effort of bridging its own system and the project one to simplify handling of operational incidents at its site. The issue tracking system should also extend appropriately to track the reported issues for local hosting.
1.5.2	<i>Set up a two level support mechanism</i> Imperial will coordinate a call centre set jointly by Imperial, UL, and CC-IN2P3. User requests and signalled incidents for both using local and central hosting, which cannot be handled directly will be dispatched to the appropriate instances of the project. Imperial, UL, and CC-IN2P3 will evaluate the establishment of a common incident handling system to facilitate the follow up of operational problems for the central hosting system and its mirror sites.

6.3	Maintain a Support desk: Implement the creation of a support desk and associated infrastructure to capture and resolve support requests from across the portfolio of supported projects.
6.3.1	Provide first line of support for projects: Set up a first line of support to capture the details of any support ticket and routing of that ticket to a qualified person to resolve the issue from across the project.
6.3.2	Monthly internal issue report: Provide WP5 a regular monthly report on the number and status of support tickets to ensure the support infrastructure is providing services in-line with agreed service level agreements.

➤ eTRIKS work-packages structure

Biosci Consulting	WP1	Platform Deployment	CNRS/Janssen
	WP2	Platform Development	Imperial/Sanofi/Pfizer
	WP3	Data Standards	Roche/IDBS/Lilly/CDISC
	WP4	Curation and Analysis	Luxembourg/Sanofi/ Merck Serono
	WP5	Management and Sustainability	AstraZeneca
	WP6	Community and Outreach	Janssen/Lilly
	WP7	Ethics	GSK/CNRS/Bayer

➤ Hardware architecture

Cloud controller

- " **2x** Dell R420 E-2407
- " Keystone / Nova scheduler / Nova Network
- " Glance : Virtual machines image catalog
- " Cinder-api : Volume storage scheduler

Cloud Computing

- " **4x** Dell R620 Dual-socket E5-2690
- " Total Memory = 384 GB (mirroring)
- " Total Cpu = 128 cores
- " **1x** MD3220 Serial-attached iSCSI
- " Total Disk = 1.6 TB

Cloud Block Storage

- " **6x** Dell R720xd E5-2603
- " Memory = 32 GB (each server)
- " Total Disk = 130 TB

PostgreSQL DB 9.2.4

- " **2x** Dell R620 Dual-socket E5-2690 (32GB Ram)
- " **1x** MD3220 Serial-attached iSCSI
- " **4x** MD1200 Direct attached storage
- " Total Disk = 114.4 TB

100 Virtual
Machines



1 vCPU Core
4 GB Ram
16 GB System disk
1,3 TB Attached disk

For each
Virtual machine

➤ Mirroring multi-site

