

### Enabling Grids for E-sciencE

# **APROC**

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www.eu-egee.org





EGEE-II INFSO-RI-031688

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# **ROC Structure**

- Centralized ROC at ASGC
- ROC Team
  - Min Tsai
    - ROC manager
  - Shu-Ting Liao
    - ROC deputy manager, ROC support, CIC, LFC support
  - Jinny Chien
    - Security, ROC support, CIC, VOMS support
- T1 and Operations Team support
  - Jason Shih and HungChe Jen
    - Second line expert support
  - Howard Su
    - CA administrator
  - Joanna Huang
    - ROC application developer

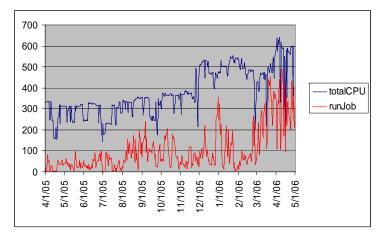


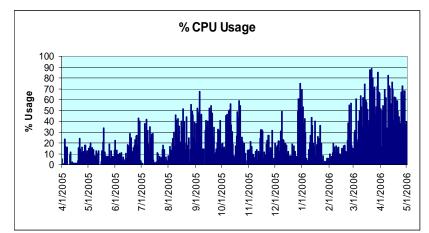
## **Regional Resources**

Enabling Grids for E-sciencE

- 11 sites, 6 countries
  - Japan, India, Korea, Pakistan, Singapore, Taiwan
  - Under certification
    - 5 sites: Australia, Japan, Pakistan, Taiwan
- 590 CPUs, 30 TB
- Supported VOs
  - atlas, alice,, biomed, cms, dteam, lhcb, ops, sixt
  - apdg, belle, twgrid

### - Increasing resources, but also % utilization





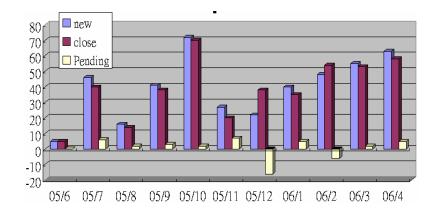
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# **Support Structure**

#### Enabling Grids for E-sciencE

- ROC support
  - First line support via ROC Team
    - Site divided between members
    - Considering rotation instead
  - Second line support by T1 Team
- TRS ticketing system used
  - Emails from GGUS are forwarded to TRS
  - Manual updates via GGUS interface
  - Integration delay from lack of programming HR
- Improve Grid knowledge
  - Specializations for each member
  - PPS and T2 site management
  - Hold hands-on tutorials for admins
    - 2 day Technology and Operations







### • www.twgrid.org/aproc

**eGee** 

- Rollout Highlights
- Getting started links
- Registration & Deployment information

**Enabling Grids for E-sciencE** 

- lists.grid.sinica.edu.tw/apwiki
  - Supplementary release notes
  - Site Operations Procedures
  - Technical Howtos
  - Trouble Shooting FAQs
  - Tutorial instructions

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Interacting starting points:



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- Operations support need to
  - Allocate time to learn about gLite components
  - Develop remote diagnostic tools
  - Write trouble shooting guides
- Availability
  - RM problems sensitive to IS server performance
    - Upgrading central BDII
  - Network issues are a common cause
    - SmokePing for regional monitoring
    - CERN tests will be helpful: e2emonit
- Software development: GStat, GGUS, etc..
  - New hire in training
- Join TPM and TPM management