



Enabling Grids for E-science

Report from Italian ROC

Paolo Veronesi for ROC It

www.eu-egee.org



Information Society
and Media



- **Changes in ROC structure over the last 3 months (people/institutes involved)**
- **People directly involved in running the ROC (names, roles)**
- **Regional trouble ticketing system status**
- **List of VOs supported in the region**
- **Levels of computer resources in the region**
- **INFN GRID customizations for gLite 3.0 and deployment plans**

- **No changes in institutes involved:**
 - INFN, ENEA, SPACI Consortium Universities
- **ROC manager**
 - Luciano Gaido, Paolo Veronesi, Cristina Vistoli
- **Regional Deployment manager**
 - Alessandro Paolini
- **Support coordination**
 - Marco Verlato, Federico Nebiolo
- **PPS and Certification tested**
 - Daniele Cesini
- **Grid Operation on Duty**
 - Alessandro Cavalli, Alfredo Pagano, Paolo Veronesi
- **SC Coordination**
 - Tiziana Ferrari

Task	Partner	It					IT Total
		INFN	ENEA	SPACI-UNICAL	SPACI-UNILE	SPACI-UNINA	
TSA1.1: Operate a production and pre-production service							
TSA1.1.1: ROC management		12					12
Paolo Veronesi		12					
TSA1.1.2: Pre-production service site		60					60
Daniele Cesini		12					
Marco Verlato		12					
Stefano Dal Pra		12					
Riccardo Veraldi		12					
Guido Negri		12					
TSA1.2: Middleware deployment and support							
TSA1.2.1: Coordination and support for middleware deployment		72					72
Simone Dalla Fina		12					
Guido Cuscela		12					
Federico Nebiolo		12					
Giuseppe Lo Re		12					
Luciana Carota		12					
Giacinto Donvito		12					

Task	Partner	It					IT Total
		INFN	ENEA	SPACI-UNICAL	SPACI-UNILE	SPACI-UNINA	
TSA1.3: Grid Operations and support							
TSA1.3.1: 1st line support for operational problems in region		72	9		10	20	111
Alessandro Barchiesi		12					
Sergio Fantinel		12					
Riccardo Zappi		12					
Stefano Zani		12					
Alessandra Doria		7,2					
Paolo Mastroserio		4,8					
tbd		12					
Giovanni Bracco			8				
Andrea Quintiliani			1				
Sandro Fiore					6		
Osvaldo Marra					4		
Antonio Morrone						8	
Andrea Attanasio						12	

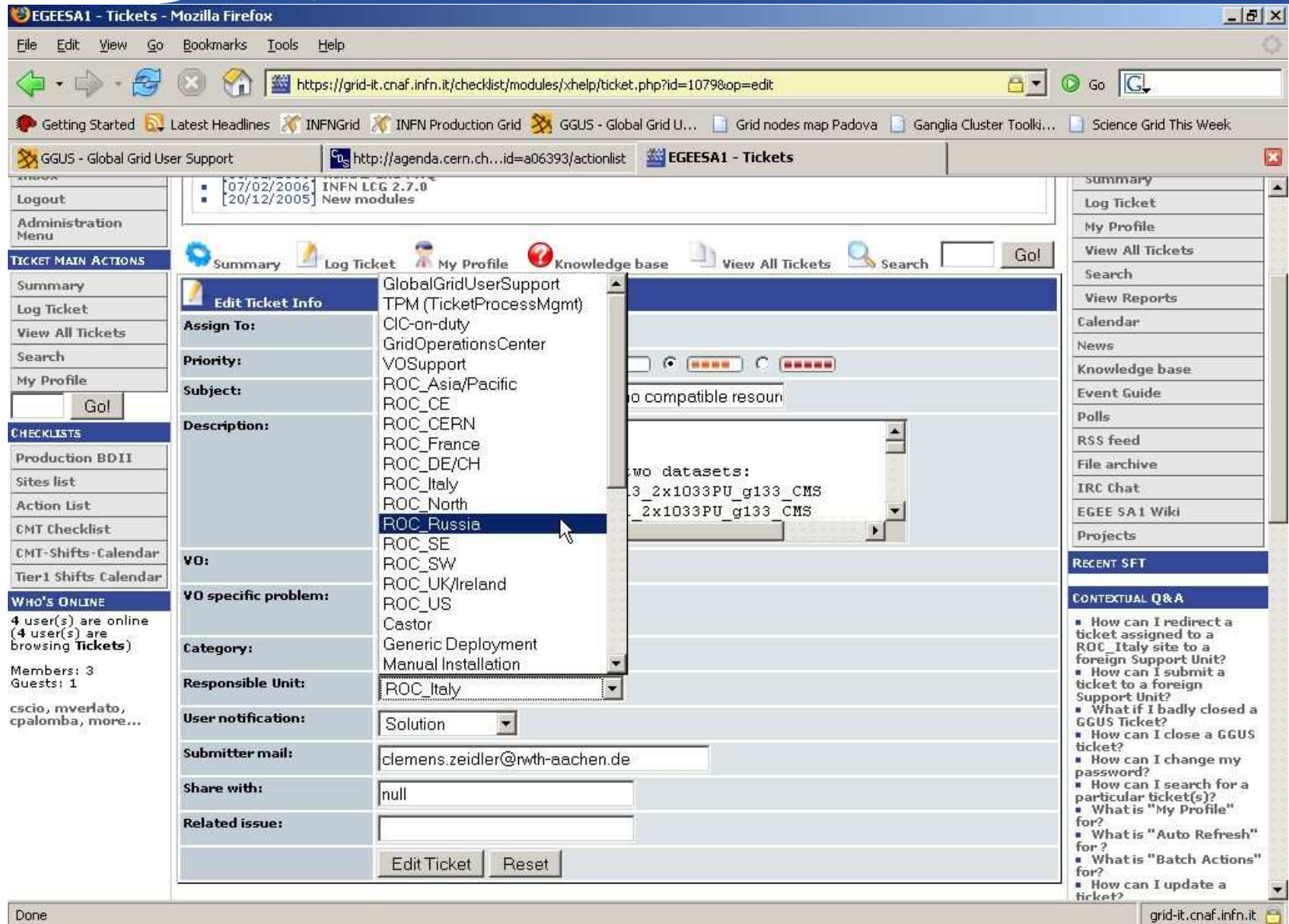
<u>Task</u>	<u>It</u>						
	Partner	INFN	ENEA	SPACI-UNICAL	SPACI-UNILE	SPACI-UNINA	IT Total
TSA1.3.2: Oversight and management of operational problems		72					72
Alessandro Paolini		12					
Marco Verlato		12					
Luca Vaccarossa		12					
Leonardo Merola		6					
Giorgio Maggi		6					
Michele Michelotto		6					
Cristina Vistoli		12					
Enrico Mazzoni		6					
TSA1.3.3: Run essential regional grid services		48					48
Daniele Cesini		12					
Alfredo Pagano		12					
Luca Magnoni		12					
Alessandro Italiano		12					

<u>Task</u>	<u>It</u>						
	<u>Partner</u>	<u>INFN</u>	<u>ENEA</u>	<u>SPACE-UNICAL</u>	<u>SPACI-UNILE</u>	<u>SPACI-UNINA</u>	<u>IT Total</u>
TSA1.3.4: Weekly operator on duty support		72					72
Paolo Veronesi		12					
Alessandro Cavalli		12					
Alfredo Pagano		12					
Massimo Donatelli		12					
Maria D'Amato		12					
Alberto Ciampa		12					
TSA1.3.5: Grid services for infrastructure or VOs		72					72
Alessandro Cavalli		12					
Riccardo Zappi		12					
Sergio Fantinel		12					
Stefano Dal Pra		12					
Tiziana Ferrari		12					
Fabio Martinelli		7,2					
tbd		4,8					

Task	Partner	It					IT Total
		INFN	ENEA	SPACE-UNICAL	SPACI-UNILE	SPACI-UNINA	
TSA1.4: Grid security and incident response							
TSA1.4.1: Grid incident response coord in region		24					24
Riccardo Brunetti		12					
Luca Dell'agnello		12					
TSA1.5: VO, application, and user support							
TSA1.5.2: Call centre, helpdesk for ROC		72					72
Simone Dalla Fina		12					
Luca Magnoni		12					
Daniele Bonacorsi		12					
Nicola De Filippis		12					
tbd		12					
Angelo Carbone		12					
TSA1.5.3: VO support, integration support		24	12	20	10	0	66
Luca Vaccarossa		12					
Alessandro Barchiesi		12					
Salvatore Podda			8				
Silvio Migliori			4				
Marco Lapegna				8			
Vito Patruno				12			
Osvaldo Marra					4		
Sandro Fiore					6		

Task	Partner	It				IT Total
		INFN	ENEA	SPACE-UNICAL	SPACI-UNILE	
TSA1.5.4: User training in region		24				24
	Gennaro Tortone	7,2				
	Simone Campana	12				
	Francesca Galluccio	4,8				
TSA1.5.5: Site admin training in region		24				24
	Federico Nebiolo	12				
	Davide Salomoni	12				
TSA1.6: Grid Management						
TSA1.6.2: Accounting coordination in region		24				24
	Riccardo Brunetti	12				
	Giuseppe Patania	12				

Task	Partner	It					IT Total
		INFN	ENEA	SPACE-UNICAL	SPACI-UNILE	SPACI-UNINA	
TSA1.7: Interoperation							
TSA1.7.1: National and regional grid project coordination		12					12
Luciano Gaido		12					
TSA1.8: Application<->resource provider coordination							
TSA1.8.1: ROC management of resources/SLAs		12					12
Alessandro Paolini		12					
TSA1.8.2: OAG management							
TSA1.9: Application/resource provider/mw provider coord							
TSA1.9.1: ROC representation in coordination		12					12
tbd		12					



EGEESA1 - Tickets - Mozilla Firefox

File Edit View Go Bookmarks Tools Help

https://grid-it.cnaf.infn.it/checklist/modules/xhelp/ticket.php?id=1079&op=edit

Getting Started Latest Headlines INFNGrid INFN Production Grid GGUS - Global Grid U... Grid nodes map Padova Ganglia Cluster Toolki... Science Grid This Week

GGUS - Global Grid User Support http://agenda.cern.ch...id=a06393/actionlist EGEESA1 - Tickets

Logout Administration Menu

TICKET MAIN ACTIONS

Summary Log Ticket My Profile Knowledge base View All Tickets Search Go!

Summary Log Ticket View All Tickets Search View Reports Calendar News Knowledge base Event Guide Polls RSS feed File archive IRC chat EGEE SA1 Wiki Projects

EDIT TICKET INFO

GlobalGridUserSupport
TPM (TicketProcessMgmt)

Assign To: TPM (TicketProcessMgmt)
CIC-on-duty
GridOperationsCenter
VOSupport
ROC_Asia/Pacific
ROC_CE
ROC_CERN
ROC_France
ROC_DE/CH
ROC_Italy
ROC_North
ROC_Russia
ROC_SE
ROC_SW
ROC_UK/Ireland
ROC_US
Castor
Generic Deployment
Manual Installation

Priority:

Subject: ROC_Asia/Pacific
ROC_CE
ROC_CERN
ROC_France
ROC_DE/CH
ROC_Italy
ROC_North
ROC_Russia
ROC_SE
ROC_SW
ROC_UK/Ireland
ROC_US
Castor
Generic Deployment
Manual Installation

Description:

VO:

VO specific problem:

Category:

Responsible Unit: ROC_Italy

User notification: Solution

Submitter mail: clemens.zeidler@rwth-aachen.de

Share with: null

Related issue:

Edit Ticket Reset

CONTEXTUAL Q&A

- How can I redirect a ticket assigned to a ROC_Italy site to a foreign Support Unit?
- How can I submit a ticket to a foreign Support Unit?
- What if I badly closed a GGUS Ticket?
- How can I close a GGUS ticket?
- How can I change my password?
- How can I search for a particular ticket(s)?
- What is "My Profile" for?
- What is "Auto Refresh" for?
- What is "Batch Actions" for?
- How can I update a ticket?

Done grid-it.cnaf.infn.it

- **Replace XML ticket mail exchange with web-services technology for GGUS→ROC communication**
 - SOAP Server on top of the local helpdesk
 - ROC_SW developed it for OneOrZero
 - ROC_Italy developed it for Xoops/Xhelp
 - From test to production systems soon
- **Multiple attachments handling**
- **Mail to submitter (DONE)**
- **Full ticket history**

- **LCG VOs**

- ALICE
- ATLAS
- CMS
- LHCb

- **Certification VOs**

- DTEAM
- INFN GRID
- OPS

- **EGEE VOs**

- BIOMED
- COMPCHEM
- EGRID
- ESR
- GEANT4
- MAGIC
- PLANCK

- **GLOBAL**

- BaBar
- CDF
- SIXT
- VIRGO
- ZEUS

- **REGIONAL**

- ARGO
- BIO
- ENEA
- GRIDIT
- INAF
- INGV
- THEOPHYS

- **OTHER**

- EUMED
- EUCHINA
- GILDA
- GEAR
- LIBI
- NA48
- PAMELA



Levels of computer resources in the region

Enabling Grids for E-science

GSTAT	OK	INFO	NOTE	WARN	ERROR	CRIT	MAINT	OFF
SFT	OK	NonCrit	Crit	JobSub	JobListMatch	SchedDown		

No	Site Reports	GIIS Host	bnode	cernse	gperf	sanity	serv	version	totalCPU	freeCPU	runJob	waitJob	seAvail TB	seUsed TB	maxCPU	avgCPU	DI	gice	
1	INFN-BARI	gridba2.ba.infn.it	.	.	ok	ok	ok	LCG-2.7.0	134	12	127	348	2.14	3.80	134	117	OK	ok	
2	INFN-BOLOGNA	bogrid5.bo.infn.it	.	.	ok	ok	ok	LCG-2.7.0	12	2	10	6	0.02	0.04	16	12	OK	ok	
3	INFN-BOLOGNA-CMS	cmsboce.bo.infn.it	.	.	ok	ok	ok	LCG-2.7.0	22	12	5	2	0.88	0.82	22	21	OK	ok	
4	INFN-CAGLIARI	grid002.ca.infn.it	.	.	ok	ok	ok	LCG-2.7.0	22	1	21	2	0.88	0.03	22	21	OK	ok	
5	INFN-CATANIA	grid012.ct.infn.it	.	.	ok	ok	ok	LCG-2.7.0	330	0	83	189	2.78	0.72	562	250	OK	ok	
6	INFN-CNAF	gridit-ce-001.cnaf.infn.it	ok	ok	ok	ok	ok	LCG-2.7.0	10	1	9	93	0.88	0.86	10	8	OK	ok	
7	INFN-FERRARA	grid0.fe.infn.it	ok	ok	ok	ok	ok	LCG-2.7.0	36	26	8	77	0.95	0.02	36	35	OK	ok	
8	INFN-FIRENZE	grid001.fi.infn.it	.	.	ok	ok	ok	LCG-2.7.0	68	2	57	18	0.49	0.21	72	69	OK	ok	
9	INFN-FRASCATI	atlasce.lnf.infn.it	.	.	ok	ok	ok	LCG-2.7.0	6	1	5	4	0.89	0.34	6	5	OK	ok	
10	INFN-LNL-2	t2-ce-02.lnl.infn.it	.	.	ok	ok	ok	LCG-2.7.0	444	0	115	45	2.62	5.75	448	320	OK	ok	
11	INFN-NAPOLI	griditce01.na.infn.it	.	.	ok	ok	ok	LCG-2.7.0	34	0	33	25	0.08	0.76	34	33	OK	ok	
12	INFN-NAPOLI-ATLAS	atlasce01.na.infn.it	.	.	ok	ok	ok	LCG-2.7.0	32	10	22	0	2.53	0.01	32	21	OK	ok	
13	INFN-PADOVA	prod-ce-01.pd.infn.it	ok	ok	ok	ok	ok	LCG-2.7.0	40	0	39	351	9.10	1.67	100	88	OK	ok	
14	INFN-PERUGIA	gridce.pg.infn.it	.	.	ok	ok	ok	LCG-2.7.0	90	54	24	5	0.39	0.03	90	88	OK	ok	
15	INFN-PISA	gridce.pi.infn.it	.	.	ok	ok	ok	LCG-2.7.0	38	4	34	0	0.17	0.00	40	36	OK	ok	
16	INFN-ROMA1	t2-ce-01.roma1.infn.it	.	.	ok	ok	ok	LCG-2.7.0	42	2	40	58	2.04	1.57	42	41	OK	ok	
17	INFN-ROMA1-CMS	cmsrm-ce01.roma1.infn.it	.	.	ok	warn	error	LCG-2.7.0	20	0	10	8	6.22	0	20	19	OK	ok	
18	INFN-ROMA1-VIRGO	virgo-ce.roma1.infn.it	.	.	ok	ok	ok	LCG-2.7.0	12	12	0	0	0.18	0.06	12	11	OK	ok	
19	INFN-ROMA2	grid003.roma2.infn.it	.	.	ok	ok	ok	LCG-2.7.0	22	0	22	31	1.07	0.01	24	17	CT	ok	
20	INFN-ROMA3	gridce.roma3.infn.it	.	.	ok	ok	ok	LCG-2.7.0	24	24	0	0	0.93	0.00	24	23	OK	ok	
21	INFN-T1	ce03-lcg.cr.cnaf.infn.it	.	.	ok	ok	ok	LCG-2.7.0	3864	3	1603	0	192.40	98.12	3906	3374	OK	OK ok	
22	INFN-TORINO	t2-ce-01.to.infn.it	.	.	ok	ok	ok	LCG-2.7.0	50	1	49	193	0.47	1.54	50	49	OK	ok	
23	SPACI-LECCE-IA64	ce2.egee.unile.it	.	.	ok	ok	ok	LCG-2.7.0	28	8	14	2	0.03	0.02	28	19	OK	info	
24	SPACI-NAPOLI-IA64	spaci01.na.infn.it	.	.	ok	ok	ok	LCG-2.7.0	118	4	2	0	0.03	0.02	120	118	OK	ok	
			sites	countries	totalCPU	freeCPU	runJob	waitJob	seAvail TB	seUsed TB	maxCPU	avgCPU							
			Total	24	1	5498	179	2332	1457	228.27	116.49	5850	4795						

- **Additional VOs (~20)**
- **GridICE on WN**
- **Preconfigured support for MPI**
 - WN without home shared but with ssh hostbased authentication
- **DGAS: accounting**
 - New profile (HLR server) + additional packages on CE and WN
- **NME (Network Monitor Element)**
- **Collaboration with CNAF-T1 for Quattor**
- **UI “PnP”**
 - UI installable without administrator privileges
- **NTP**
- **AFS (read-only) on WN**
 - (only for sites supporting CDF)

- **Changed plans:**
 - First install on T1 (quattor based), then other sites (In the past it was the opposite because of complexity of T1 setup)
- **Reduce tests of standard functionalities**
 - Focus on the local customizations + Quattor based deployment
- **As soon as T1 is up and the customizations are tested:**
 - Update documentation for other sites installing with plain yaim
 - Provide 1st line support for the ROC
- **Timescale:**
 - May 11th : release ready for T1 install
 - May 18th : release available for other sites