



Enabling Grids for E-science

# Central European ROC

Aleksander Kuszniir, Tomasz Szepieniec, Marcin Radecki  
ARM-7, Round the region

[www.eu-egee.org](http://www.eu-egee.org)



- **ROC Management without changes**
- **Partners**
  - New country and partner: Croatia – SRCE (JRU of Croatian Institutes)
    - some Croatian sites (eg. IRB) prefer SEE ROC ;-)
  - BUTE and SZTAKI (Hungary) are no more in SA1
- **People:**
  - CIC activity started
    - Marcin Radecki, Małgorzata Krakowian (CYFRONET)
  - Operational support reinforcement by IISAS (Slovakia)
    - Jan Astalos, Adrian Toth, Tomas Daranyi, ...
  - New responsible for coordinating pre-production in CE
    - Łukasz Skitał (CYFRONET)
  - Several other changes of duties

- **Regional tool**
  - <https://helpdesk.polgrid.pl> based on OneOrZero
  - Certificate or password-based access for users and supporters
  - Responsible: Krzysztof Nawrocki, Wojciech Wiślicki (ICM UW)
  - about 10 supporters registered (most of them are experienced site admins)
- **Integration with GGUS:**
  - GGUS<->CE ticket flow, upon proper status change or assignment,
  - XML format email exchange (GGUS->CE),
  - Web Services (CE->GGUS).
  - Notification to CE supporters upon problem category and status
- **Regular participation in TPM shifts (ICM UW & CESNET)**

- **In preparation:**
  - Integration with GOCDDB – admin's lists for operational tickets
  - Plan to introduce pre-CIC-tickets
    - to ensure that low-priority (AKA small) sites handle problems properly

- **Users**
  - Created web pages for new grid users in national languages
  - Plan of extending this pages according to problems reported by users
  - Extending it to all (7) languages in the region
- **Site admins**
  - E-mail list – so far
  - wiki at Sinica used but rather read-only
  - Outcome from 1st line support -> regional web page or wiki
    - Regional CIC team contributes
  - English version only

- <http://egee.grid.cyfronet.pl/grid-operations>
- **Includes:**
  - Procedures for certification of new sites
  - Reporting in Central European Region
  - Operational actions for sites in the region
  - Middleware upgrade plans
  - Procedures for site admins
    - shutting down the site, starting up after maintenance, ticket handling (draft)
  - Others
- **In preparation:**
  - Operational support procedure
    - 1st line support (Jan Astalos)
    - Operations ticket handling (Pawel Wolniewicz)
  - User support procedure (Krzysztof Nawrocki, Wojciech Wiślicki)

- **Problems with real values about resources:**
  - Redundant CEs at a site multiply the CPUs (typically larger sites!)
    - disabling monitoring of additional CEs is not perfect solution
  - The same storage attached to several site
  - Hyperthreading double CPU count
    - hard to detect
  - Some admins create more job slots than CPUs at a site
    - slots are interpreted as CPUs

**Shall we fight with this?**