

Moving from ROC to NGI: Exercise with NGI-PL

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- ***Goal: Lesson learned during operational NGI-PL separation from CE-ROC.***
- ***Note: We did not expect this will go smoothly. But we expect switch to NGI-PL will be possible in reasonable time. The procedure was never tested before!***
- **Process:**
 - Part 1: Preparation phase
 - Promised to conclude on Feb 15th
 - Part 2: NGI creation and sites switch,
 - Hoped to compete at the end of Feb...

- **PL-Grid Project, with a goal to establish Polish Grid Infrastructure, 2009-2011, 20MEur**
- **Decision on continuation up to 2014, autumn 2010**
- **Partners: 5 main computer centers in Poland, coordinated by Cyfronet**
- **PL-Grid Operations Center**
 - 8 FTE for operation
 - 4 FTE for specific tools and operation-related improvements
- **Middleware: gLite & Unicore**
- **More on: <http://www.plgrid.pl/>**

- **Currently, all CE ROC operations services are located in Poland**

- **The checklist:**
 - Responsible person
 - ROD and 1st line support ready
 - Nagios monitoring: installed and intergated
 - Helpdesk integrated with GGUS
 - Reliable Top Level BDII in NGI
 - Certification infrastructure/procedures ready
 - dteam set-up

- **Establish NGI Manager, deputy**
 - NGI manager maps to chief of PL-Grid Operations Centre function – **Marcin Radecki**
 - Deputy is a person with operations background – Tadeusz Szymocha
- **Create mailing lists (e-mail alias is better than personal e-mail) for**
 - NGI manager
 - ROD
 - NGI security officer
- **Communication of the NGI security contact and mailing list to OSCT**
- **Operation meeting and SA1 coordination meeting attendance**
 - Only a new hat was added

- **Status: DONE**

- **Steps:**

- train ROD and 1st line support staff with the tools (dashboard, GOCDB, NAGIOS etc.)
 - To do so, new staff needs to be registered with appropriate roles in.. parent-ROC?
 - In NGI-PL case, ROD is the same staff as in EGEE-III - no training needed
 - 1st line support is partially the same - new staff required "getting involved" period with 1st line support expert assistance during daily duties, more complicated problems were solved with expert's help
- create a knowledge sharing facility - all interesting bugs are recorder in a knowledge database for further reference
- request roles in GOCDB for ROD and 1st line support teams
 - prerequisite: NGI must be created in GOCDB first
- configure your NGI view in operations dashboard
- subscribe ROD and 1st line support staff to relevant mailing lists

- **Status: READY for registration**

- **Steps:**
 - register an operator in OPS VO
 - setup a nagios box
 - integrate with the project infrastructure
- **Issues:**
 - no procedure for nagios box integration, default config interfered with production results in operations dashboard (should be solved now)
- **Future:**
 - Plan to switch to PL-Grid VO (NGI catch-all VO) for more reliable monitoring
- **Status: DONE**

- **Steps:**
 - setup at least two top BDII machines
 - for maintenance purposes - you must have at least one machine running while the other is upgrading
 - Establish DNS alias for both machines with round-robin load sharing
 - normally each instance takes each second query
 - Register the machines in the GOCDB
- **PL-Grid already contributed with the top bdii machine to regional 4-machine pool, we re-used the machine and the pool.**
- **Future:**
 - Add the second machine (minor priority)
- **Status: READY, CE-ROC service reused**

- **Steps:**
 - Setup a regional helpdesk
 - PL-Grid helpdesk in running based on Request Tracker
 - Integrate with GGUS
 - Web service based integration with GGUS taking place now
 - *we're able to open tickets both directions with development instance*
 - *feature not available in production GGUS instance*
 - Until the time we use GGUS directly (e-mail notification)
 - Prepare for operate as NGI-PL support unit
- **Status: IN PROGRESS, but READY for operations**

- **Steps:**

- Set-up production-like monitoring infrastructure (nagios box)
- Enable job submission to non-yet-certified sites (top BDII and WMS containing uncertified sites)
- Publish a certification procedure for new sites.

- **Issues:**

- no easy way found on configuring the production instance of nagios to work with two WMS'es -> a nagios box for uncertified sites necessary (there are probes who do not have a WMS as an option to configure)

- **Status: (almost) DONE**

- **Steps:**
 - Setting up of the VOMS dteam infrastructure
 - Applying for creation of a new group in VOMS e.g. /dteam/NGI_PL and right to manage it
 - create a structure in VOMS reflecting your country structure
 - e.g /dteam/NGI_PL/Site_A, /dteam/NGI_PL/Site_B
 - ask site administrators for membership in their site group so they can test their site
 - create /dteam/NGI_PL/NGI_staff group to represent ROD, 1st line support, security staff who need to have access to all sites in the NGI
- **Status: DONE**

- See GGUS ticket: 55587 submitted 2010-02-16

- Procedure:

<http://indico.cern.ch/getFile.py/access?contribId=10&resId=1&materialId=0&confId=68900>

- A - Verification of the validity of the request, *Parent-ROC (?)*
- B - Creation of a new NGI entry in GOCDB with no site attached, *GOCDB*
- C - Configuration of the new entry in SAM/nagios, *SAM/SFT*
- D - Configuration of the new entry in SAMAP, *ROC_CE*
- E - Configuration of the new entry in CIC dashboard, *CIC Portal*
- F - Creation of a new support unit in GGUS : *NGI_XXX, GGUS*
- G - Final confirmation that the new NGI can start the operations, *NGI_XXX*
- H - Transfer of related sites from their ROC to the new NGI structure in GOCDB, *GOCDB*
- I - Manual configuration of sites in SAM/Gridview, *SAM/SFT*
- J - Final checks, *NGI_XXX*
- K - Broadcast of the information by NGI officials, *NGI_XXX*

- **A - Verification of the validity of the request, *Parent-ROC***
 - *Skipped (ticket was created by CE ROC staff, who claim to be also NGI-PL manager)*
- **B - Creation of a new NGI entry in GOCDB with no site attached, *GOCDB***
 - **DONE (1 day)**
- **C - Configuration of the new entry in SAM/nagios, *SAM/SFT***
 - *seems that this step is performed automatically*
 - *attempt to modify the procedure (to consider in next version)*
 - *Confusion... few days stall*
 - *CE ROC push the procedure further*
- **D - Configuration of the new entry in SAMAP, *ROC_CE***
 - *DONE immediately*
- **E - Configuration of the new entry in CIC dashboard, *CIC Portal***
 - *DONE immediately*
- **F - Creation of a new support unit in GGUS : *NGI_XXX, GGUS***
 - *NOT DONE, ticket ON HOLD, until now*
 - *Need some agreement on interface – hope to be solved today.*
- **G - Final confirmation that the new NGI can start the operations, *NGI_XXX***
- **H - Transfer of related sites from their ROC to the new NGI structure in GOCDB, *GOCDB***
- **I - Manual configuration of sites in SAM/Gridview, *SAM/SFT***
- **J - Final checks, *NGI_XXX***
- **K - Broadcast of the information by NGI officials, *NGI_XXXs***

- **Follow the procedure to the end**
- **Produce a new version of the procedure (CE-ROC + COD/OTAG)**
 - Suggestion: process should be traced by a parent ticket assigned to a parent-ROC or OCC, steps A-K should be created as child-ticket to the main one, with concurrent flow if possible
 - Analyze all remarks and reasons of a stall
- **Test the new version for NGI-Greece (?)**

- **NGI-PL is created partially**
 - we are close...
- **The same staff for CE-ROC and NGI-PL simplified the process heavily**
 - Trainings for new NGI staff should be planned
- **The NGI creation procedure need improvements, but it was extremely useful. Thanks COD people!**
- **It would be useful if next NGI (Greece) follow the new version**
- **Then we should be ready for non-ROC-coordinating NGIs (Czech Republic in CE)**