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WLCG GGUS Operations

These notes are prepared by Maria Dimou for Pablo Saiz.

Every day

Scan through the GGUS notifications in your inbox. They concern GGUS tickets for:

- ROC_CERN, i.e. Grid Services, Data Management and Databases (CERN/IT/DB). There, it is important to check the GGUS-SNOW interface works well and the right supporters follow-up the tickets with a response time relevant to the ticket priority and type (ALARM tickets should be in the hands of the experts within less than 1 hour).
- The 'GGUS' Support Unit (SU), i.e. incidents related to the GGUS infrastructure. These are always high-priority because only us, Guenter and Helmut can follow-up.
- The experiment SU to which you belong. There you should act as a supporter.
- Any GGUS ticket that was brought up at the WLCG Mon+Thu meetings as a 'problem' for routing or response.
- Investigate user's complaint for any email you receive, as member of the ggus-escalation-notifications e-group, with *Subject: REMINDER Escalation Level X*. This follow-up is promised to the users by the GGUS development team since the times of EGEE. You can see here when and why we decided to create this e-group: Savannah:118651#comment33

In case of GGUS downtime

The e-group *ggus-downtimes* contains four sub-e-groups, named *ggus-downtimes-[VOname]* (VOname = *alice | atlas | cms | lhcb*). When the GGUS developers publish a downtime (scheduled or not) in GOCDB they should email the e-group *ggus-downtimes* in addition. The sub-e-group members within the experiments decide whom to inform in their community.

Every Monday and Thursday

Write a 'GGUS' section in the

<https://twiki.cern.ch/twiki/bin/view/LCGWLCGDailyMeetingsWeekYYMMDD> with news, opinion polls, announcements of coming releases, debug info of previously reported issues. Participate in this meeting. If you can't be there, please read the notes from the meeting, in case there are GGUS tickets, wrongly assigned or not properly followed-up. There might also be new development requests, problems with the SNOW or OSG interfaces, misunderstandings concerning the workflows, TEAMers or ALARMers in the experiments who lost their privileges etc.

Selected Wednesdays

Hold a telephone meeting, called Shopping List (SL) meeting with the GGUS developers. The time is 9:30am but via ggus-info@cern.ch alternative days/times are necessary at times. The objective is to go through all open development tickets via the GGUS Agile Board in [jira](#) (used to be in savannah under <https://savannah.cern.ch/projects/esc/>) for the coming release. All items that require extra meetings with experts from the experiments or other WLCG body are decided there. Usually, we simply call Guenter's office number +49 72160828620.

The standard tickets across releases are the (one per release) ticket on ALARM tests (see point 5 in section "Around GGUS Release dates" below) and the **Did You Know?** text, monitored via a dedicated [jira](#) ticket cloned after each release. The text for each release is decided during the SL meeting. When the text is ready,

the ticket is assigned to Helmut for publication.

Every Thursday pm or Friday

You are receiving all C5 reports by email. The one with Subject: *Service Management Group Report for C5-DD-MMM-YYYY* is important. It contains the SNOW fixes and features **already released** on Monday, beginning of the **current week**. snow-devs@cernNOSPAM.ch forget that GGUS is not just a user but a fully interfaced ticketing system which needs to **know** and **test** future changes **before** they enter production. They also said they can't communicate their **upcoming** changes to us **in advance** because they don't always know what will be released next time... Please check carefully file

<https://espace.cern.ch/c5-meeting/Lists/Reports/Report.aspx?MeetingDate=DD/MM/YYYY&GroupName=Service%20Management> contained in the email message, for changes in SNOW INC and/or RQF that may affect GGUS-SNOW interface. Record what you see in Savannah:120423 [↗](#) for testing. Example [HERE](#) [↗](#).

Before the WLCG MB (on Monday)

Prepare the graph of tickets

Update the file ggus-tickets.xls. If you don't have a most recent local version of this file, take it from page WLCGOperationsMeetings , where it should be permanently attached (direct link [HERE](#)). It is important this file contains weekly summaries so that the graph shows GGUS ticket traffic at regular intervals. The GGUS Report Generator [↗](#) is used to populate this file. Instructions:

1. Open https://ggus.eu/report/report_view.php [↗](#) (full documentation here) [↗](#).
2. Select period From:<Monday-last-week> To:<Monday-this-week>(included!)
3. Select the 4 LHC VOs AND click on Group by
4. Select ALL ticket types AND click on Group by .
5. Select weekly aggregation
6. Write the totals of each week in your local copy of file ggus-tickets.xls.
7. Upload the updated file ggus-tickets.xls to WLCGOperationsMeetings as an attachment.

Prepare the slides for the MB

- Use the Template attached to this page to make the slides for the SCOD who presents the service report.
- Include, in slide 1, the graph from the latest file <https://twiki.cern.ch/twiki/pub/LCG/WLCGOperationsMeetings/ggus-tickets.xls> . Update status should be the Monday, one day before the MB. Do not resize the graph to avoid losing legend info.
- Include, in slide 2 the highlights of the last GGUS release, important points for the WLCG community with the upcoming one, or any important issue with the alarms.
- **The alarm drill is no longer needed. This bullet can be ignored** The ALARM drills should report if there was a problem with the workflow, the response time, the correct understanding of the incident, the completeness of the solution given. We drill ALARMS, no matter which is their status up to the Sunday (included) before the MB, unless a last-minute ALARM was too important to be left for the next MB, especially during LS1 that MBs are very rare.
- Attach the GGUS-related slides to the twiki of the no-more-daily WLCG meeting. Example here.

Around GGUS Release dates

1. On Thursday at 3pm **one week before**: Announce the upcoming Release date at the no-more-daily WLCG Operations meeting. Make sure GOCDB is up-to-date. Make sure a ticket exists <https://its.cern.ch/jira/secure/RapidBoard.jspa?rapidView=3173&view=detail> [↗](#) [in the active sprint]]

for easy retrieval.

2. on Monday at 3pm **two days before**: Re-announce the upcoming Release date at the no-more-daily WLCG Operations meeting. Emphasise the important upcoming changes in <https://ggus.eu/pages/owl.php>
3. On release date and the next morning: Check via the search engine the test ALARMS opened by the GGUS developers for the Tier0 and the Tier1s for:
 - ◆ Operators' notifications received and responded, where appropriate.
 - ◆ Response and proper 'solving' by the experts.
 - ◆ Notification of the site and the ROC/NGI, the right entries in the ticket diary.
 - ◆ Ticket classification as 'test'.
 - ◆ **NB!!** It is important that test ALARMS **including updates** take place during working hours. The email notifications goes to e-group **grid-cern-prod-alarms (>60 members)**, and some of its members get SMSes!
4. Update the jira ticket of point 1 above, on ALARM tests' results, if necessary.
5. Create a new sprint for the next release
6. Clone the jira ticket to monitor progress on ALARM tests for the subsequent release.
7. Clone the 'did you know' ticket'
8. Report at the "no-more-daily" meeting
9. **This is no longer needed** Participate to the GGUS-AB the day after the release.

About the GGUS-SNOW interface

Although the mappings were agreed in January 2011, the interface regularly suffers from unilateral SNOW changes of which GGUS has no advance info. Ticket Savannah:120423 "GGUS-SNOW index" is used to record everything followed up in other tickets, email threads or web pages, so that we can re-find what we had agreed. Individual tickets are easily retrievable here thanks to the standard string **GGUS-SNOW:** at the beginning of their subject.

Related documents:

- CERN IT SDC Services' Organisation document.
- GGUS - SNow interface documentation

About the GGUS Architecture

- Savannah:113831
- Savannah:101122
- The CHEP 2013 Poster
- Savannah:137871 (attached doc files).
- Type of Problem field.
- Doc when LHC VOs started using GGUS.
- Decisive GGUS development meetings.

Before the Year End Shutdown

Publish this text in all possible WLCG fora (certainly the "daily" meeting **twice** and the WLCG Ops Coordination and the MB): *For the Year End period: GGUS is monitored by a system connected to the on-call service. In case of total GGUS unavailability the on-call engineer (OCE) at KIT will be informed and will take appropriate action. If GGUS is available but there is a problem with the workflow, e.g. ALARM to CERN doesn't generate email notification to the operators, then WLCG should submit an ALARM ticket, notifying Site DE-KIT, which triggers a phone call to the OCE.*

Past activities: The Tracking Tools Evolution Task Force (CLOSED)

Enter text in the minutes <https://twiki.cern.ch/twiki/bin/view/LCG/WLCGOpsMinutesYYMMDD> if you have something to present about the TrackingToolsEvolution Task force. Update the TrackingToolsEvolution Task force twiki only if there was a meeting or if the time calls for a status report. Basic items of concern in the autumn 2013 are the savannah to jira migration, most importantly the one of the GGUS tracker, monitored via Savannah:134651 [↗](#). Please observe the notes https://twiki.cern.ch/twiki/bin/view/LCG/WLCGOpsMinutes131024#Tracking_tools and re-visit the TF Mandate now that you are in charge.

The savannah-ggus bridge developed specially for CMS became obsolete in 2014.

This topic: LCG > GgusOperations

Topic revision: r22 - 2016-12-08 - MariaDimou



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