



# IRIS operations proposal

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# Need for an IRIS support plan

- We need to have some agreement about **IRIS operations**
- We don't need to do it all within IRIS (we don't have the people)
- But **we do need to have a plan** about how operations will work
  - So we have something to point to, to show we have it covered
  - So people know where they stand when things go wrong 😊
- Some central services have internal ops built-in (but not funded!) and so do some user communities
  - I don't mean those. I mean ops *between* IRIS partners
  - Sites and user communities
  - Digital asset projects, to a limited extent during development



# Operations shopping list

- Things needed “somewhere” (“somewhere else”)
  - Ticket systems
  - Mailing lists etc
  - Regular meetings
  - Monitoring systems
  - Security advisories
  - Security incident handling
  - Status pages for users
  - and above all Expertise



# Specific proposals

- The proposals are a “throwaway prototype”
  - They are low overhead to set up
  - We try it; then see what we really want to do longer term
- Next slides are focussed on the HTC/GridPP side
  - That’s purely because I understand this from the inside
  - Equivalent components / activities should apply to DiRAC
  - Input will be needed on the specifics of this 😊



## Sites' view

- We ensure that the sites see the existing GridPP structure
  - GridPP are “underwriting” IRIS capacity investment
  - And have mature ops structures in place already
  - Helps us avoid duplicating structures
- This imposes some boundary conditions:
  - GGUS tickets are still used to report problems
  - More serious problems are still raised at the weekly GridPP ops meetings with all sites present
  - Existing security team is used as the channel to handle advisories and incidents (along with EGI/WLCG team)



# Direct Support Channel

- Some IRIS user communities are engaging directly with GridPP operations
  - For example, the DUNE experiment is now creating GGUS tickets to contact sites about issues
- In the GridPP weekly ops meeting there is a short slot for non-LHC projects using GridPP, with GridPP people who are nominated as contacts and to raise issues
  - This is really about on-boarding (“GridPP Incubator”)
  - As above, DUNE now has DUNE computing consortium members attending the ops meeting
- It will be appropriate for some more user communities to do this, but it won’t scale to all IRIS UCs



# Indirect Support Channel

- Have a group of IRIS operations contacts
  - Act as catch-all for user communities who see IRIS rather than GridPP directly
- Contacts are embedded in the GridPP ops team
  - So they benefit from regular attendance (because they are there for some other reason anyway?)
- The IRIS contacts don't try to solve problems themselves
  - They make sure the problems are forwarded to the right place: GGUS ticket, GridPP ops meeting, TB-Support list
- Some topics genuinely are at the IRIS level
  - These need to be identified and sent to the TWG list
  - Even “Direct” user communities will want to do this

# Proposed implementation

- Create a catch-all iris.ac.uk Virtual Organization (ID Card) in EGI
  - This is for admin reasons, **not** for sites to support it directly with VOMS etc, **not** for users to submit jobs with
- Register a GGUS Support Unit (SU) for iris.ac.uk
  - This allows the creation of Indirect channel IRIS tickets in GGUS about site problems, in the way sites are used to
  - (Expert users within UCs can do this too if they don't have an SU in GGUS themselves)
- Assemble a core group of ops shifters (half a dozen?) willing to take week-long shifts
  - Attend GridPP ops meeting and shepherd tickets
  - (Could double up with existing GridPP EGI ROD shifts?)
- Create an ops shifters mailing list, for triage / admin / shift Doodle polls
  - UC experts can report problems to this; typical response: “we have created a ticket, to which you are Cc'd, for the relevant people to handle this”