



IRIS operations ideas for discussion

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Strawman ideas

- We need to have some agreement about **IRIS operations**
 - 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
- The idea of this talk is to lay out some ways we *could* do this
- What we *can* do is of course limited by available humanpower



Operations shopping list

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

Strawman 1

- Create an IRIS operations team
 - with representatives from shared services
 - and resource providers (ie sites)
 - and user communities (ie their experts/support people: not individual users themselves)
 - which holds regular operations meetings etc to review status
- **This is the orthodox way of doing it**
- Direct contact between user communities and relevant sites when a problem is raised
- But needs a non-trivial amount of effort
- And risks duplicating what we already have
 - Duplicating other existing ops meetings, lists in particular

Strawman 2

- Just rely on existing DiRAC and GridPP ops teams
 - Since DiRAC and GridPP are “underwriting” IRIS capacity investment
 - And have mature ops structures in place already
 - And don’t want to duplicate effort, meetings etc
- This means IRIS user communities would need to contact their two teams directly (through their ticket system, meetings etc)
- eg 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
 - A bit of an impedance mismatch though, and not really feasible for small user communities

Strawman 3

- Have a group of “part time” IRIS operations contacts, who are embedded in DiRAC or GridPP ops teams
 - So they benefit from regular attendance (because they are there for some other reason anyway?)
 - “Part time” = use a rota and/or a ticketing system to pass around issues amongst a group of IRIS contacts
- This doesn't stop IRIS user communities with direct representation (eg DUNE in GridPP) from continuing to be represented in the ops teams
 - But the IRIS contacts can act as catch-all for user communities who see IRIS rather than GridPP or DiRAC
 - May want to realign some IRIS user communities that have had their own nominated contacts



Discussion ...