



EUDAT Infrastructure and Service Support

Achievements and Current Practice

Johannes Reetz

2nd EUDAT User Forum

London, 11-12 March 2013

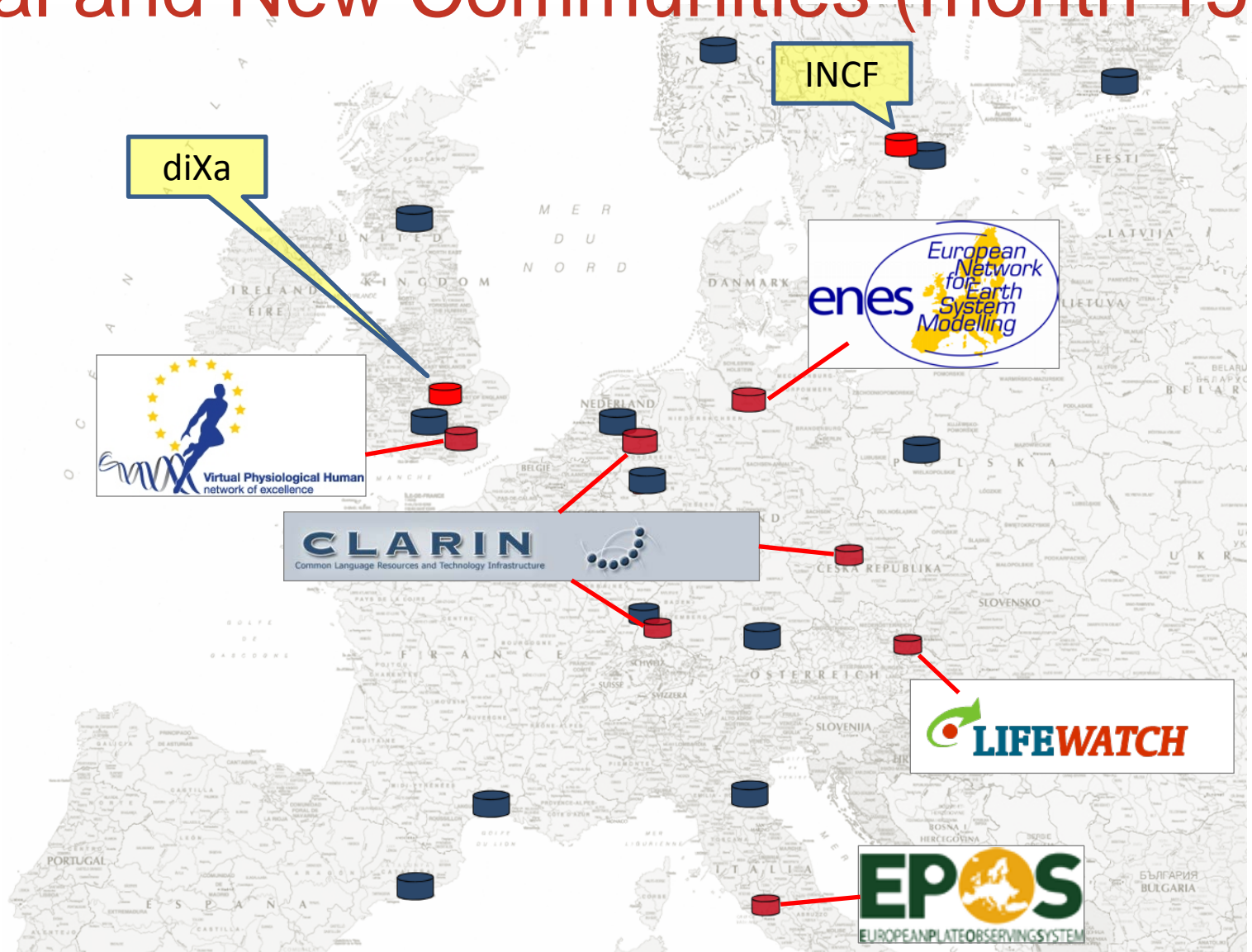




Topics

- Status of the Infrastructure (month 16)
- Operations and Operational Services
- Service Team for SR+DS+PID enabling
- Community and User Support

Initial and New Communities (month 15)



Classes of Services

1. Collaborative Services for the project
2. Operational Services for the infrastructure
3. EUDAT Core Services for the users
4. Community Service Housing for communities
5. External Services from communities and industry

Classes of Services

1. Collaborative Services

wiki, task tracker, versioning system, webserver,
user documentation produce and publish

2. Operational Services

monitoring, site registry, service registry, resource registry,
resource provisioning coordination, trouble ticketing

3. EUDAT Core Services

rule-oriented data system, file transfer service

EUDAT Coordinated Core Services

persistent identifier service, credential delegation, SSO service

4. Community Service Housing

EUDAT site provides resource, community admin deploys/operate service

5. External Services

e.g., a community center provides resources **and** services

Services at a Glance

1. Collaborative Services

Confluence, Jira, SVN, Apache+DRUPAL,
Confluence-Drupal Bridge

2. Operational Services

Nagios+SVN, GOCDB, Resource Coordination Tool, Request Tracker (RT):
cmon.eudat.eu, svn.eudat.eu, creg.eudat.eu, rct.eudat.eu, helpdesk.eudat.eu

3. EUDAT Core Services

iRODS, griffin, gridFTP, XSEDE file manager,

EUDAT Coordinated Core Services

EPIC PID service, Globus myproxy, CROWD SSO, x.509 certificates

4. Community Service Housing

CLARIN WebLicht (service for the automatic annotation of text corpora)

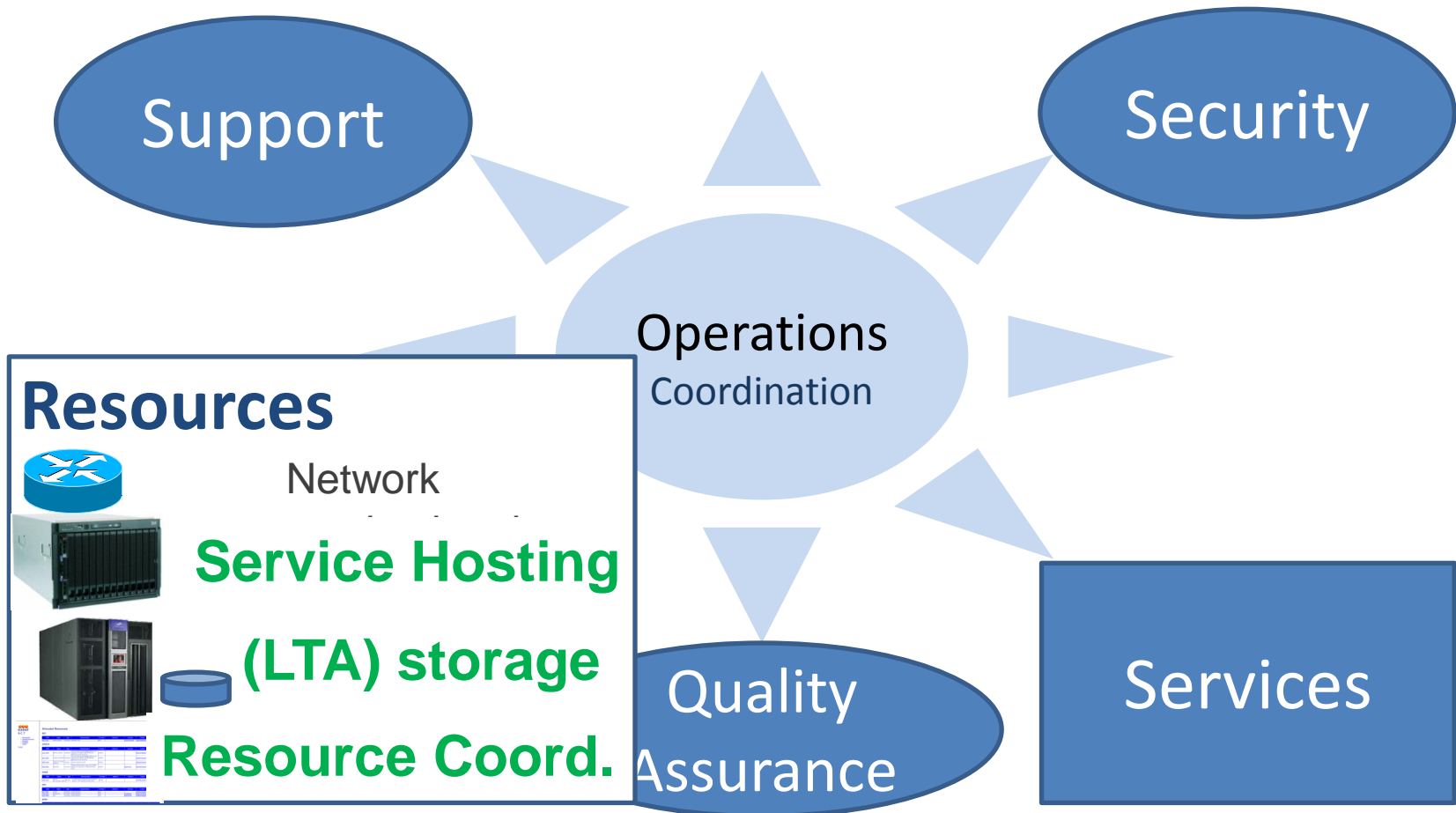
5. External (Community) Services

...

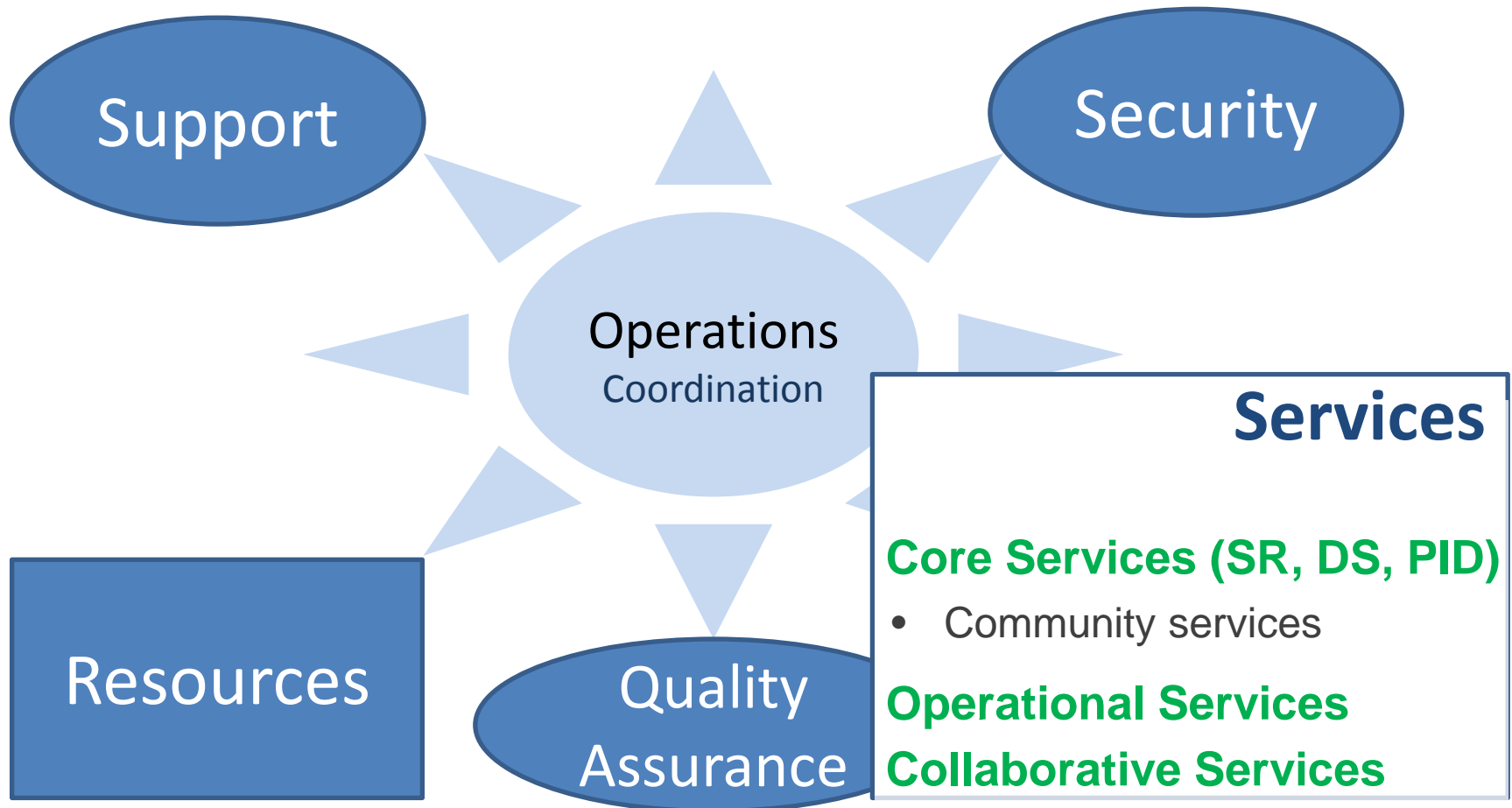
Operations and operational services



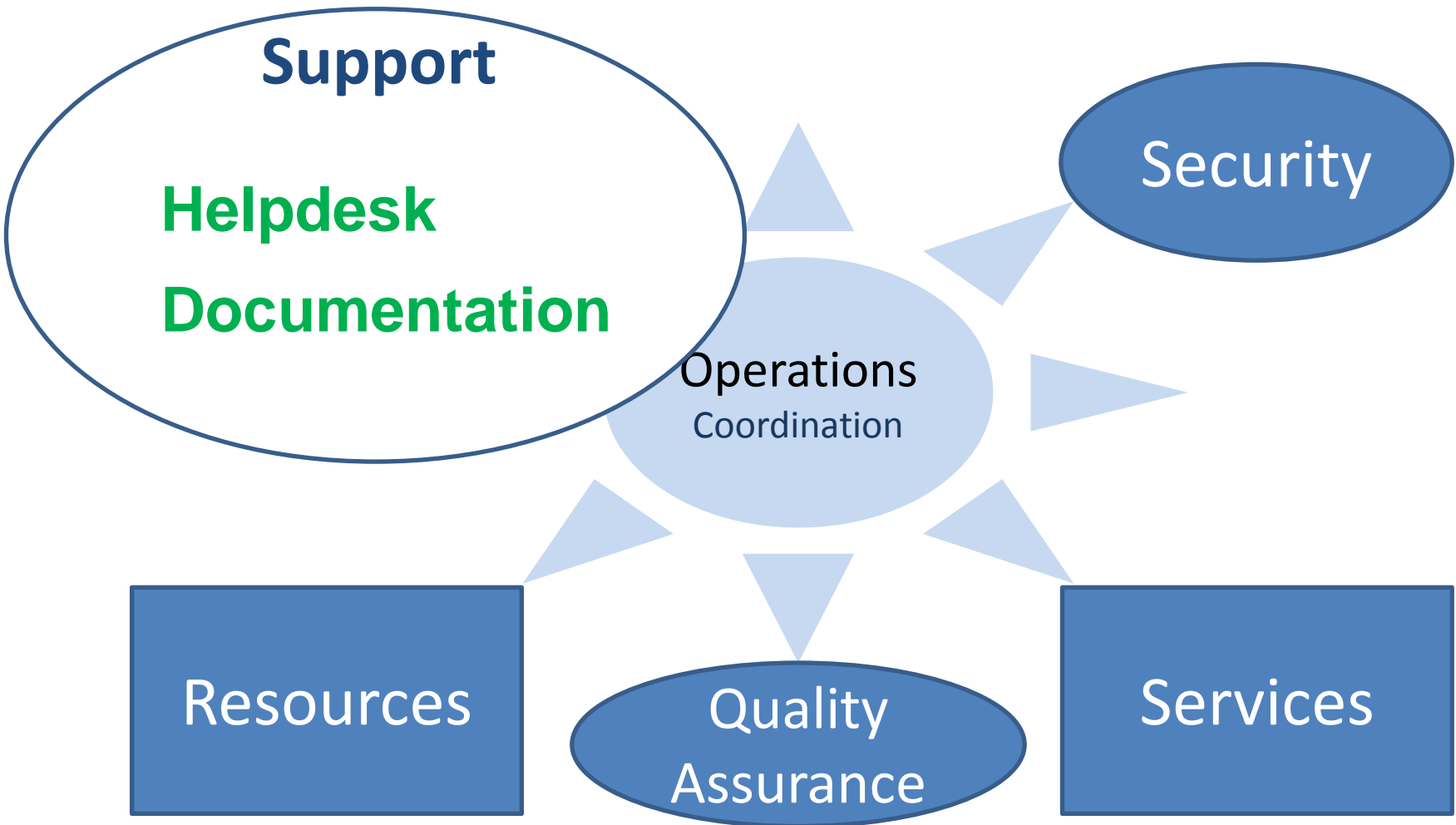
Resource Provisioning



Service Provisioning



Support, Helpdesk, Documentation



Important Operational Services

also interesting for community data managers

Trouble ticketing system ¹ :	https://helpdesk.eudat.eu
Resource Coordination Tool ¹ :	https://rct.eudat.eu
Site and Service Registry ² :	https://creg.eudat.eu
Central monitoring ^{1 3} :	https://cmon.eudat.eu
Versioning System ¹ :	https://svn.eudat.eu/EUDAT

Current authentication method:

1: CSC CROWD SSO 2: EU Grid PMA x.509 certificate 3: public

Support: Helpdesk System

- Request Tracker used by **support, service, resource and security teams**.
- Queues assigned to site and community contacts via `eudat-support@<site>`.
- The TTS has a service, resource and security queues.

TTS Queue	Mail address to open ticket	Mail address notified
Support	ttseudat-support@cineca.it	helpdesk operator on duty, 1 st level support
Resources	ttseudat-resources@cineca.it	resource team, resource coordinator
Services	ttseudat-services@cineca.it	service team, service coordinator
Security	ttseudat-security@cineca.it	<u>CSIRT (csirt@eudat.eu)</u>

- Context attributes allow specify the request or reported issue.
- Current access control: CSC CROWD SSO (for EUDAT wiki users)
Self-registration can be enabled for users with x.509

Resource Coordination Tool



- [New request](#)
- [Allocated resources](#)
- [Requests](#)
- [Providers](#)
- [Admin](#)

[Contact](#)

Welcome to the EUDAT Resource Coordination Tool

This page will assist you to get a glance of already allocated resources from sites that can provide storage and computational resources for EUDAT community users. The EUDAT Resource Coordination Tool allows as well community managers to make new resources requests, and site managers to administer the information about provided resources.

If you are a new project partner site, please follow the [Guidelines for the integration of new centres and services](#) (see sections F1-1 to F1-3).

You can check the already [Allocated Resources](#) for different services which give a view of various services already running on sites providing the resources for EUDAT. In order to use unallocated resources, please make a [New Request](#).

Under [Providers](#) you find relevant information from each partner site.

In case of doubts, feel free to contact us via <https://helpdesk.eudat.eu> in order to address issues internally.

Remember that if you are affiliated with an organised community that is using these resources, you should first contact your own community support centre, as far as the community provides an own helpdesk.

<https://rct.eudat.eu>

Online/offline Storage (pledged)



- [New request](#)
- [Allocated resources](#)
- [Requests](#)
- [Providers](#)
- [Admin](#)

[Contact](#)

Providers

ID	Name	Description	Contact	Admins	Country	Primary communities	Secondary communities	Cores used/committed	Disk used/committed	Tape used/committed	
3816..2045	BSC	Committed resources to be confirmed.	Javier Bartolome	jbartolome	Spain			1 / 16	0 bytes / 50.0 TB	0 bytes / 512.0 TB	edit
8927..d0cc	CINECA		Andrea Vanni	avanni, mmorgotti	Italy	EPOS		34 / 32	30.0 TB / 100.0 TB	0 bytes / 819.0 TB	edit
4#0..b436	CINES		Olivier Rouchon	mmassol, orouchon	France			0 / 32	2.4 TB / 60.0 TB	0 bytes / 512.0 TB	edit
3816..2045	CSC		Pietari Hyvärinen	phyvarin	Finland			0 / 50	10.0 TB / 100.0 TB	0 bytes / 512.0 TB	edit
95e0..d6d6	DKRZ	Committed tape: 1PB BADC, 1PB WDCC.	Hannes Thiemann	hthiemann	Germany	ENES		2 / 8	10.0 TB / 50.0 TB	0 bytes / 2.0 PB	edit
2c11..1778	INGV		Alberto Michelini	amichelini	Italy	EPOS		0 / 32	0 bytes / 10.0 TB	0 bytes / 0 bytes	edit
3816..2045	JUELICH		Cristina Manzano	cmanzano, obuechner, cdohmen, bvieth	Germany			18 / 104	3.0 TB / 80.0 TB	0 bytes / 1.0 PB	edit
405e..3b89	MPI-PL		Peter Wittenburg	pwittenburg	Netherlands	CLARIN		1 / 0	0 bytes / 0 bytes	0 bytes / 0 bytes	edit
252b..58b6	PSNC	Committed resources to be confirmed.	Maciej Brzeźniak	mbrzeźniak	Poland			0 / 100	0 bytes / 60.0 TB	0 bytes / 512.0 TB	edit
3816..2045	RZG		Florian Kaiser	fkaiser	Germany			11 / 32	512.0 GB / 100.0 TB	0 bytes / 1.0 PB	edit
350a..9f24	SARA		Jendrossek Sip	jsip, luljee, epijper, nwerkerk	Netherlands			0 / 64	0 bytes / 100.0 TB	512.0 TB / 512.0 TB	edit
a7a8..44da	SNIC		Dejan Vitlacil	dvitlacil	Sweden			0 / 80	0 bytes / 80.0 TB	0 bytes / 512.0 TB	edit
2560..47ef	STFC		Carmine Cioffi	ccioffi	United Kingdom			0 / 50	0 bytes / 50.0 TB	0 bytes / 512.0 TB	edit
c078..5608	UCL		Stefan Zasada	szasada	United Kingdom	VPH		0 / 0	500.0 GB / 0 bytes	0 bytes / 0 bytes	edit
827e..4184	UEDIN-EPCC	Committed storage is on Research Data Facility. Could also make available ~50 cores / 100TiB on data intensive compute cluster.	Gareth Francis	gfrancis, rbaxter	United Kingdom			0 / 0	0 bytes / 50.0 TB	0 bytes / 0 bytes	edit

<https://rct.eudat.eu>



Site/Service Registry (GOCDDB instance developed by EGI, STFC)



Browse

- My Sites
- Sites
- Service Groups
- Service Endpoints

Add

- Add Site
- Add Service Group
- Add Service Endpoint
- Add Downtime

Downtimes

- Archives

About GOCDDB4

- Doc, Help & Support

Welcome to the EUDAT Registry

The Registry provides detailed information about the sites and services which make up the EUDAT Collaborative Data Infrastructure

What information is stored here?

The Registry contains information about:

- Sites - Contact information as well as details about the services hosted at the sites and their downtime histories.
- Services - Detailed information about the services including service type, status, downtime history and their host site.
- Service Groups - Views where individual services are grouped based on functionality or due to their interdependence (e.g All services needed by a community to perform a specific part of their workflow).

The information contained within the Registry is available via this browser interface as well as via a REST API.

If you have questions please refer to this wiki

Sites



Browse

- My Sites
- Sites
- Service Groups
- Service Endpoints

Add

- Add Site
- Add Service Group
- Add Service Endpoint
- Add Downtime

Downtimes

- Archives

About GOCDB4

- Doc, Help & Support

Search

Submit

User Status

Registered as:
Johannes Reetz

View Details
Manage Roles



Sites

All Sites in GOCDB

Site Registry

Filter (clear)

Certification: (all)

Infrastructure: (all)


Include Closed Sites:

15 Sites



Name	PROJECT	Infrastructure	Certification Status
» BSC	EUDAT_REGISTRY	Production	Candidate
» CINECA	EUDAT_REGISTRY	Production	Candidate
» CINES	EUDAT_REGISTRY	Production	Candidate
» CSC	EUDAT_REGISTRY	Production	Candidate
» DKRZ	EUDAT_REGISTRY	Production	Candidate
» EPCC	EUDAT_REGISTRY	Production	Candidate
» INGV	EUDAT_REGISTRY	Production	Candidate
» JUELICH	EUDAT_REGISTRY	Production	Candidate
» MPIPL	EUDAT_REGISTRY	Production	Candidate
» PDC	EUDAT_REGISTRY	Production	Candidate
» PSNC	EUDAT_REGISTRY	Production	Candidate
» RZG	EUDAT_REGISTRY	Production	Candidate
» STFC	EUDAT_REGISTRY	Production	Candidate
» SURFsara	EUDAT_REGISTRY	Production	Candidate
» UCL	EUDAT_REGISTRY	Production	Candidate

Site entry with service endpoints



EUDAT
powered by
GOCDB4

Browse

- My Sites
- Sites
- Service Groups
- Service Endpoints

Add

- Add Site
- Add Service Group
- Add Service Endpoint
- Add Downtime

Downtimes

- Archives

About GOCDB4

- Doc, Help & Support


Search


Submit

User Status



Registered as:
Johannes Reetz

[View Details](#)
[Manage Roles](#)





JUELICH
Forschungszentrum Juelich GmbH



Delete Edit

Contact

E-Mail	eudat-support@fz-juelich.de
Telephone	+49 2461 61
Emergency Telephone	+49 2461 61
CSIRT Telephone	+49 2461 61
CSIRT E-Mail	eudat-security@fz-juelich.de
Emergency E-Mail	
Helpdesk E-Mail	eudat-support@fz-juelich.de

Project Data

Project	EUDAT_REGISTRY
Infrastructure	Production
Certification Status	Candidate Change

Networking

Home URL	http://www.fz-juelich.de
IP Range	
Domain	fz-juelich.de

Location

Country	DE
Latitude	50.90947
Longitude	6.406073
Time Zone	UTC+1
Location	Juelich, Germany

Service Endpoints

Hostname	URL	Production
iRODS - eudat-s3.fz-juelich.de	eudat-s3.fz-juelich.de:1247	✓
iRODS - euir.1.zam.kfa-juelich.de	euir.1.zam.kfa-juelich.de:1247	✓
iRODS - eudat-s1.fz-juelich.de	eudat-s1.fz-juelich.de:1247	✓
NSCA-client - fsd.zam.kfa-juelich.de	fsd.zam.kfa-juelich.de	✓

Browse

- o My Sites
- o Sites
- o Service Groups
- o Service Endpoints

Add

- o Add Site
- o Add Service Group
- o Add Service Endpoint
- o Add Downtime

Downtimes

- o Archives

About GOCDB4

- o Doc, Help & Support

Search

Submit

User Status

Registered as:
Johannes Reetz

[View Details](#)
[Manage Roles](#)



Service Groups

All Service Groups in GOCDB.

[What is a service group?](#)

Service Groups 

Name	Description
» EUDAT_COLLABORATIVE_SERVICES	EUDAT Collaborative Services
» EUDAT_CORE_AAI_SERVICES	Collection of EUDAT AAI core services (including coordinated core services)
» EUDAT_CORE_DATA_STAGING	Service endpoints which belong to the EUDAT core service "Data Staging"
» EUDAT_CORE_EPICPID	The EUDAT coordinated core PID service using the EPIC service
» EUDAT_CORE_MYPROXY	EUDAT coordinated core MyProxy services
» EUDAT_CORE_SAFE_REPLICATION	Service endpoints which belong to the EUDAT core service "Safe Replication"
» EUDAT_CORE_SR4CLARIN	Service endpoints which belong to the EUDAT core service "Safe Replication" for CLARIN
» EUDAT_CORE_SR4ENES	Service endpoints which belong to the EUDAT core service "Safe Replication" for ENES
» EUDAT_CORE_SR4EPOS	Service endpoints which belong to the EUDAT core service "Safe Replication" for EPOS
» EUDAT_CORE_SR4INCF	Service endpoints which belong to the EUDAT core service "Safe Replication" for INCF
» EUDAT_CORE_SR4VPH	Service endpoints which belong to the EUDAT core service "Safe Replication" for VPH
» EUDAT_HOUSED_COMMUNITY_SERVICES	Community services which are running at EUDAT sites
» EUDAT_OPERATIONAL_MONITORING	EUDAT local and central monitoring services
» EUDAT_OPERATIONAL_SERVICES	Service endpoints which belong to the EUDAT Operational Services
» EXTERNAL_COMMUNITY_SERVICES	Collection of community services that are provided by non-EUDAT sites





Service Group: EUDAT_CORE_SR4CLARIN



Service endpoints which belong to the EUDAT core service "Safe Replication" for CLARIN

Properties

Monitored	✓
Contact E-Mail	Elena.Erastova@rzg.mpg.de

Service Endpoints

Hostname	Description	Production
iRODS - irods.grid.sara.nl	iRODS server at SARA	✓
iRODS - irods0-eudat.esc.rzg.mpg.de	iRODS v3.2 at RZG	✓
iRODS - lux115.mpi.nl	iRODS service at MPI-TLA	✓
PID - epic.sara.nl	PID / EPIC registration server	✓

Add Service Endpoints Remove Service Endpoints

Roles

Name	Role	Revoke
Johannes Reetz	Service Group Administrator	Revoke

Request Role

Recent Downtimes (View all Downtimes)

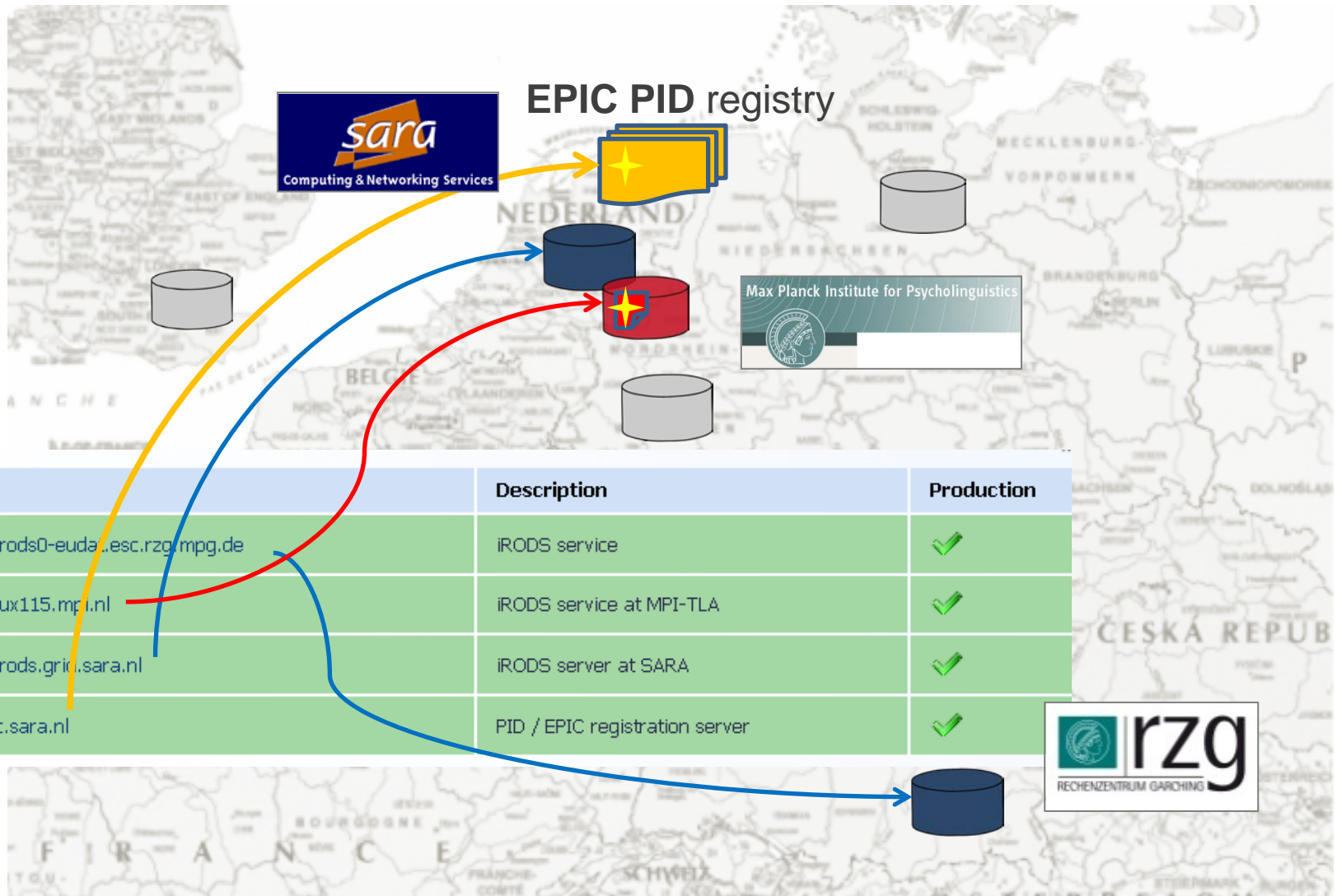
Description	From	To
Maintenance of virtualization infrastructure at RZG	14/03/2013 07:00	14/03/2013 12:00
Maintenance. Install OS patch and reboot. Increase memory and CPU. Tune mysql database.	13/02/2013 08:00	13/02/2013 11:07





Contact for Safe Replication (SR) island for CLARIN project EUDAT-REPLIX

SR Service Components

Scheduled Downtime information

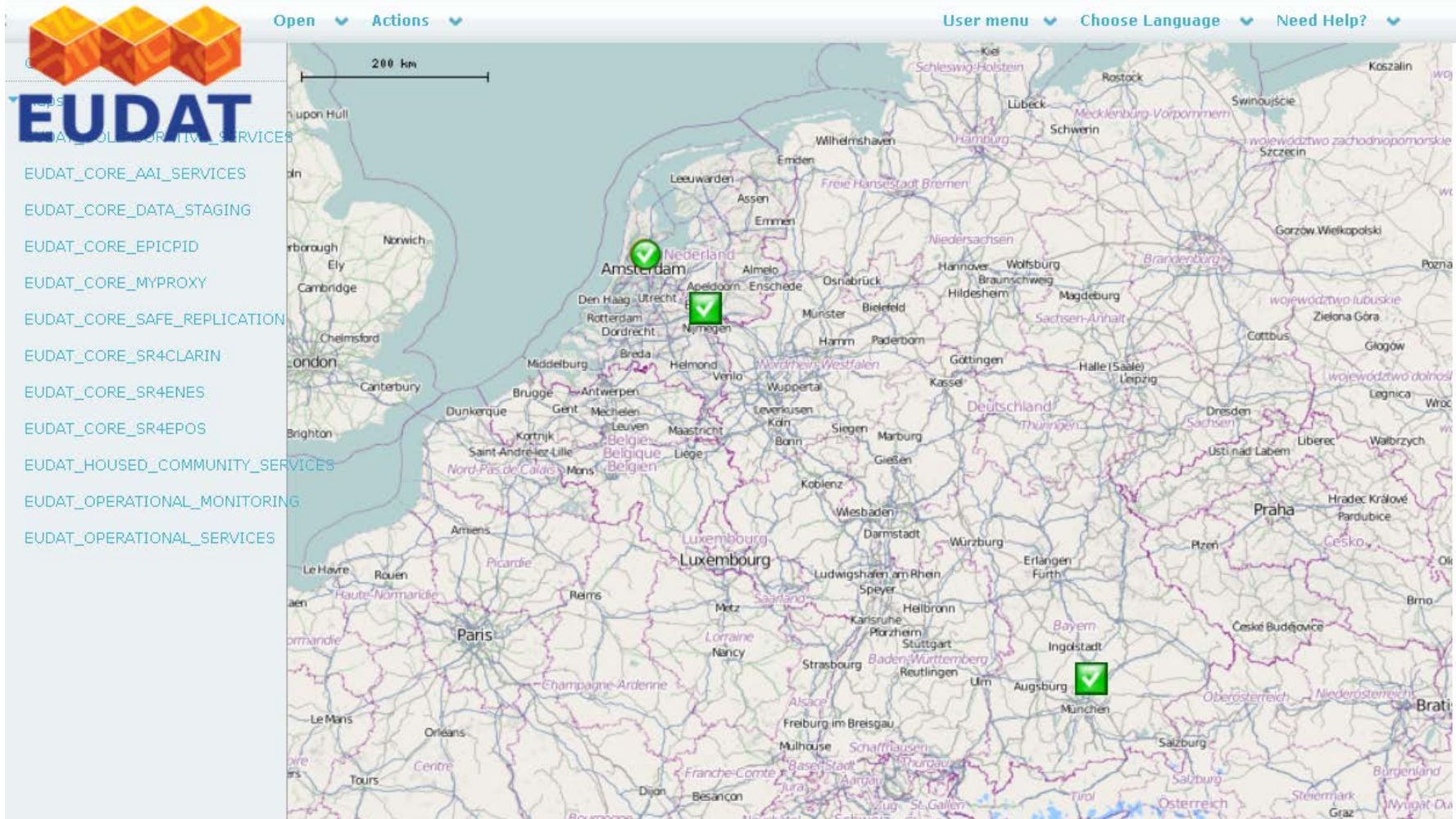
Service Case: CLARIN – Safe Replication



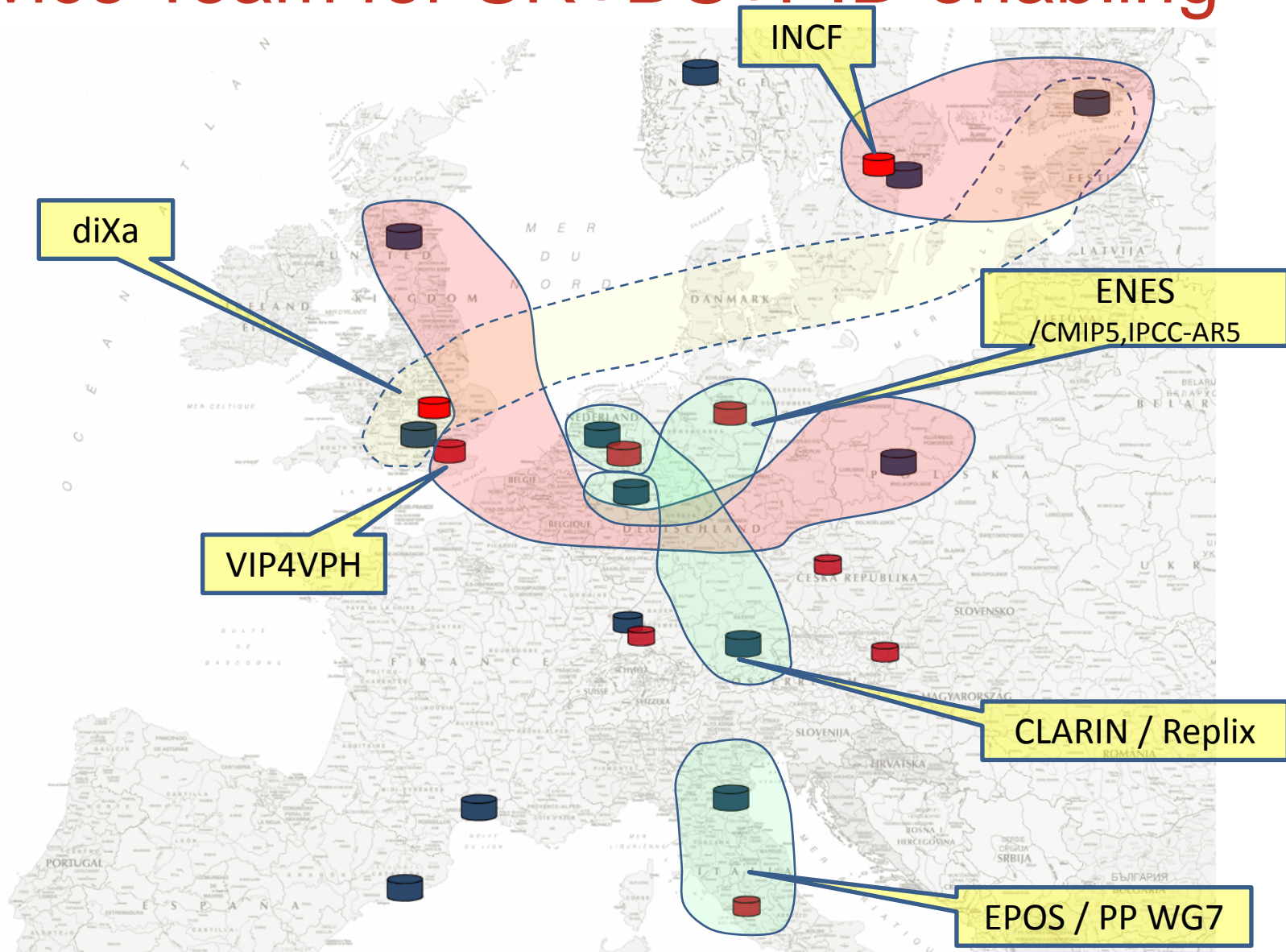
Hostname	Description	Production
 iRODS - irods0-euda...esc.rzg/mpg.de	iRODS service	✓
 iRODS - lux115.mpi.nl	iRODS service at MPI-TLA	✓
 iRODS - irods.grid.sara.nl	iRODS server at SARA	✓
 PID - epic.sara.nl	PID / EPIC registration server	✓



EUDAT Monitoring (EUDAT_CORE_SR4CLARIN)



Service Team for SR+DS+PID enabling



Scope of the Service Team

- act as initial contact point for **service (instance) requests from communities or EUDAT centres** to provide enabling support for **Safe Replication, Data Staging** and **PID Services**.
- **supervise the operations team** concerning **Safe Replication** and **Data Staging** services
- act as **2nd level support** in case of technically detailed questions that cannot be handled by the 1st level support.

SR+DS+PID Service Team Communication Channels

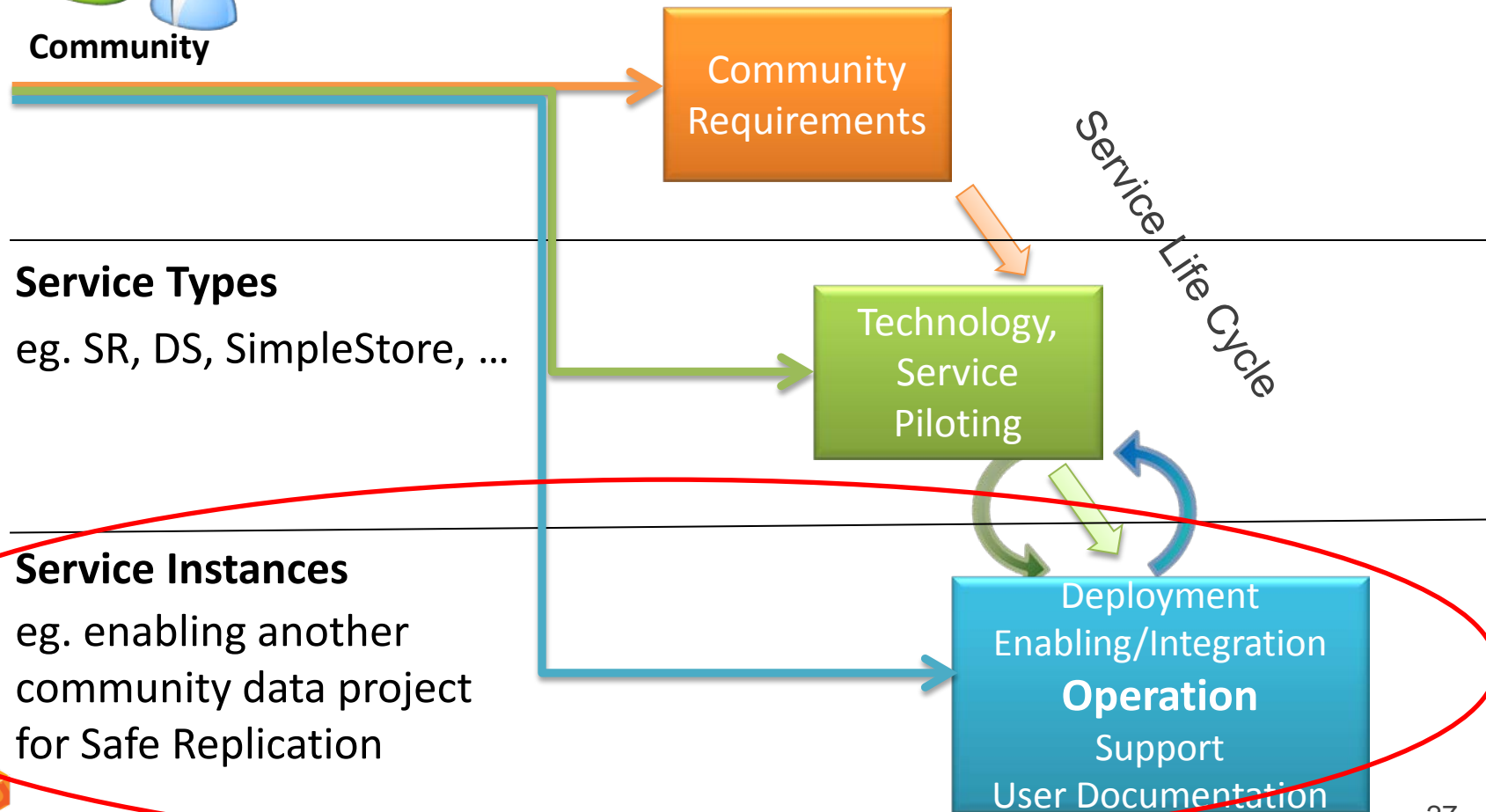
- <https://helpdesk.eudat.eu>
currently CSC CROWD user name/password is required
Please use one of the context keywords "core PID", "core SafeReplication", "core DataStaging".
- eudat-safereplication@postit.csc.fi

Team leader: Claudio Cacciari, Fabrizio Vitale (from March 15, 2013)

Community and User Support



Community



Service Types

eg. SR, DS, SimpleStore, ...

Service Instances

eg. enabling another community data project for Safe Replication

Scope of the Support Team

1. act as
 - **2nd level support** contact for the community-level user support services. This service will be **used by the 1st level user support service operated by communities themselves**
 - **1st level support** for **users without a community 1st level support.**
2. evaluate and dispatch requests received via the general contact channel

EUDAT Support: Contact Channels

eudat-support@postit.csc.fi

Soon: on-line form on the EUDAT web site

Team leader: David Vicente