

Facility Operations, Grid Support Centers, and Grid Computing

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Home of Fermilab Help Desk



**Home of OSG Operations Facility
between IU Bloomington & IUPUI
campuses**



**An Operating Facility: Fermilab
Grid Computing Center**

The Grid Computing Center at Fermilab

Fermilab's Wilson Hall in
the distance.

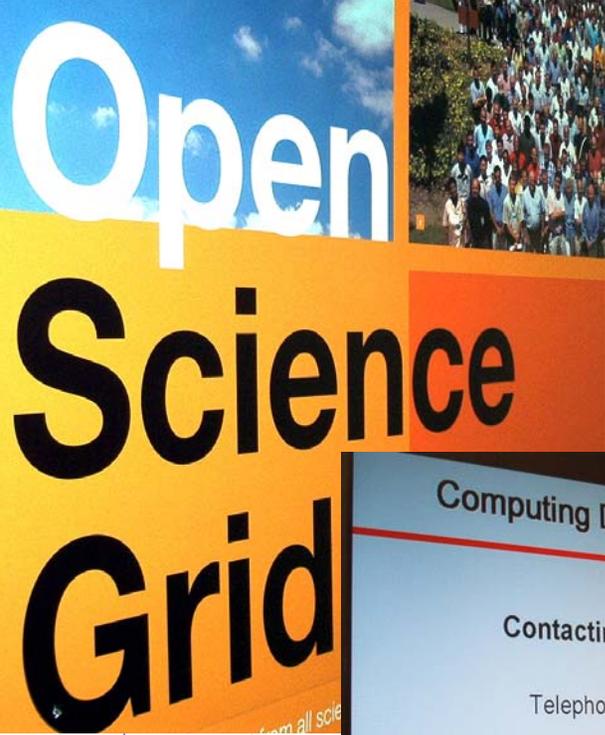
3360 PCs installing CY07

2500 PCs operating since 1Q06

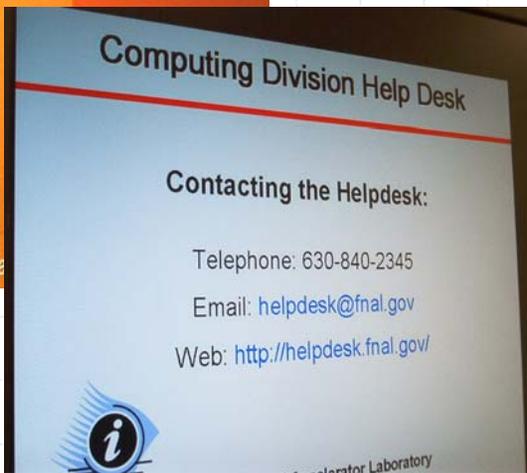
4 PB Tape Robot installed 3Q06

4 PB Tape Robot installing 1Q07





Grid Support Centers and Facility Operations



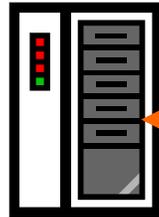
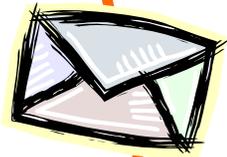
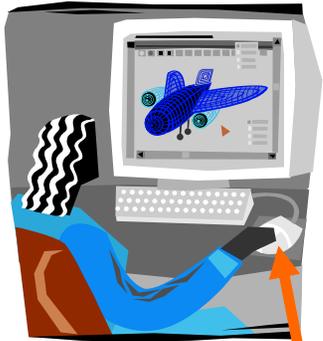
Need: Counteract the remoteness of participants:

- Open Science Grid Users
- System Administrators
- Fermilab and IU Support Personnel
- Grid Computing Facilities Personnel

Create/evolve new/existing systems to foster collaboration between the separated participants who tend the facilities.

Project Example: Automate and/or reduce the tedium and repetitious steps of messaging that participants must do in order to handle facility problems by connecting the issue tracking systems.

The Project: Connect Issue Tracking Systems



FootPrints



Remedy



**Home of Help Desk
Fermilab Wilson Hall**



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**An Operating Facility: Fermilab
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Connect Issue Tracking Systems

What: Remedy made able to create, update, and close problem tickets in FootPrints and vice versa.

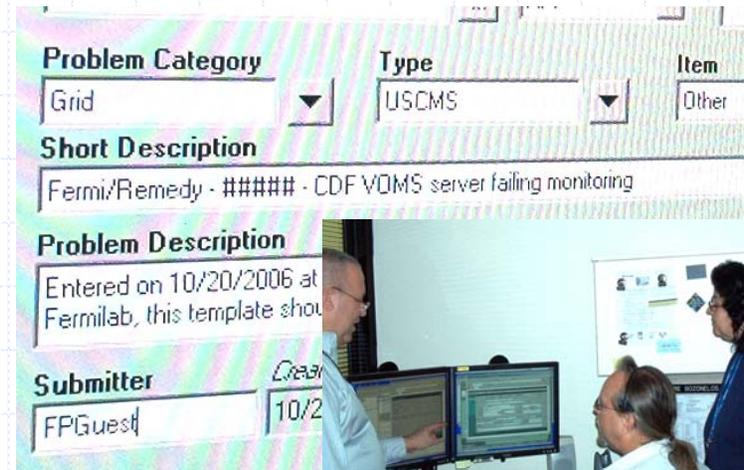
How: E-mail Filtering via Perl Scripts; use of Remedy & FootPrints capabilities

Who:

- Fermilab: Stan Naymola (PL), Rich Thompson, Linda Blomberg, (Remedy) Marc Mengel (Systems), Rick Thies (Help Desk), and Ruth Pordes (Sponsor)
- IU: Rob Quick, Tim Silver, Thomas Wang

Project Duration: ~ 6 months

Metric: ~36 tickets exchanged initially; numbers growing.



Result

Seamless, automatic ticket sharing and dispatching to Operations