

2017-11-14 Service Mgt. Steering Meeting Notes

Date

Nov 14, 2017

Attendees

- Paul Domagala
- Donald Petravick
- Kaylyn Rogers

Scheduled Maintenance

See the [LSST Service Status Page](#)

As-is Services

Issues

- None created, 2 resolved. Notably the initial incident with NFS mounts to PDAC crashing ([IHS-571](#))

Discussion of Notable Issues

On 01/Nov/17, Igor Gaponenko reported that the NFS-mounted (GPFS native) file systems were hanging. Initial diagnosis pointed to one GPFS server going down. While there was redundancy and GPFS failed over, NFS did not.

Over the course of the next week, NCSA systems, storage groups and vendor support (IBM & Lenovo) performed troubleshooting and mitigations to try to stabilize the service. The service continued to crash intermittently however.

On Nov. 10, escalated to D&M. Resulting meeting included Michelle B, Igor, Fritzit & NCSA. It was proposed that NFS are seemed to be the likely root cause of the problem. Igor noted that the failures did not correlate with the load his processes imposed on the system. An additional fact was that Igor's transfers was not a majority of the load on NFS. Because no problems appeared with GPFS testing, it was agreed to mitigate the problem by supplying only native GPFS mounts at the earliest opportunity if SLAC indicated this to Michelle B. On Nov 14, these changes went live as of 11/14, no problems have been seen. The original incident was closed, GPFS was supplied under a new issue (IHS-xxx) to provide early lifetime support. Igor has been informed and understands that he will open a new issue if he has further problems.

Requests

- 3 created, 2 resolved



[IHS-603](#) (Emergency change): GPFS has been installed on qserv nodes allowing Igor's ingest to proceed. Ticket will be closed when early lifetime support is closed.

[IHS-601](#): Completed. Directory structure and appropriate permissions set to support Merlin's processing of prototype auxTel data

[IHS-597](#): Provide support (firewall rule modifications) for file transfers to UW. Such services are already provided to partners at IN2P3, SLAC, and UC Davis. Approved by security, passed on to systems engineering for implementation.

RFCs

T	Key	Summary	Responsible Organization	Labels	Assignee	Reporter	P	Status	Resolution	Created	Resolved
	IHS-595	iperf3 installed on lsst-xfer	NCSA	<ul style="list-style-type: none">• RFC	Paul Domagala	John Parejko		IN PROGRESS	Unresolved	08/Nov/17	

I	IHS-580	DM developers need a build/test environment that supports docker containers	NCSA	• RFC	Paul Domagala	Joshua Hoblitt		IN PROGRESS	Unresolved	02/Nov/17		
I	IHS-576	Configure slurm to accept jobs to use only partial nodes	NCSA	• RFC	Paul Domagala	Tim Morton		IN PROGRESS	Unresolved	02/Nov/17		

- Service Mgr (Paul) will contact corresponding CAMs to understand business need & document in RFC for each of the RFCs listed above
- Will work changes in phase 1 of the proposed change process, below.

Change Process Development

- Change process gates were developed (4).
- This period the initial gate (feasibility) involves collecting & understanding:
 - business need,
 - concurrence of relevant CAM,
 - understanding if the change can be implemented under LOE of responsible group, or requires EVMS change.

Change Management

Report format under development

Problem Management

Report format under development

Interactions

1. [CAM interactions](#)
 - a. Nothing to report
2. [ITSC](#)
 - a. Next meeting 11/21, coordinates sent to Don, Margaret, Kaylyn & Joel
3. [PDAC](#)
 - a. Next PDAC meeting 11/16/2017
4. [Summit-base Tiger Team](#)
 - a. Suspended until after the first of the year since Jeff is in Chile. However, I'm linked in to Chile IT.
5. [Infrastructure](#)
 - a. Actions:
 - i. Review & publish FY18 priorities survey
 1. After DMLT, priorities have been establish with the CAMs

Other business

- Service Mgr (Paul) will contact corresponding CAMs to understand business need & document in RFC for each of the RFCs listed above

Action Items

- Paul Domagala, Kaylyn Rogers - setup meeting with Michelle B. to vet the CM process and CAB roles.
- Paul Domagala - Populate table of CAB roles, discuss w/ Michelle B., designate change manager (Paul)
- Paul Domagala - stand up RFC form in NCSA JIRA
- Paul Domagala - vet RFCs with each CAM to obtain phase 1 input and concurrence. Process requests & communicate back