

2018-01-24 Service Mgt. Steering Meeting Notes

Date: 24 Jan 2018

Attendees: [Unknown User \(pdomagala\)](#), [Margaret Gelman](#), [Donald Petravick](#), [Joel Plutchak](#)

Scheduled Maintenance

Next lsst-dev maintenance event is Thurs. Feb. 14. Notable is that fact that fixes for the spectre and meltdown vulnerabilities may be tested and released (and not retracted) by then.

See the [LSST Service Status Page](#) for details

As-is Services

(since 12/20/2017)

Incidents

- 6 created, 5 resolved.

Created:

IHS-703	Very slow response in the lsst-dev environment
IHS-701	SSH into lsst-bastion01 shows "Authentication Failed." message when password is correct
IHS-695	Jobs stuck with "ReqNodeNotAvail" despite there being more than enough nodes available
IHS-687	Nebula instance in Error state, cannot start
IHS-673	GPFS not available on lsst-dev
IHS-672	GPFS not available on lsst-dev

Resolved:

IHS-703	Very slow response in the lsst-dev environment
IHS-695	Jobs stuck with "ReqNodeNotAvail" despite there being more than enough nodes available
IHS-687	Nebula instance in Error state, cannot start
IHS-673	GPFS not available on lsst-dev
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Discussion of Notable Issues

With regard to IHS-703, root cause was determined to be network congestion. It has been addressed by network tuning, but architectural changes are warranted and will be discussed internally.

Requests

6 created, 3 resolved

Created:

IHS-720	Setup (or reset) Nebula Account for John Gates
IHS-717	Openstack Installation / Configuration
IHS-714	Update docs on verification cluster
IHS-708	Missing libGL.so.1 on the compute nodes of the Verification Cluster
IHS-699	Improve error message related to maintenance window
IHS-684	Please give Matt Long access to LSST systems at NCSA

Resolved:

IHS-708	Missing libGL.so.1 on the compute nodes of the Verification Cluster
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IHS-684	Please give Matt Long access to LSST systems at NCSA
IHS-668	Addition of a new data folder in /datasets/hsc/

Change Management

This process primarily targets requests that can be handled with current level of effort (LOE) resources. This process is also designed to detect and redirect items to the EVMS process if they exceed LOE resources.

Successful changes proceed through 5 stages:

1	Business Case & T/CAM Concurrence	Check that the submitter has stated a plausible business case and the relevant T/CAM agrees
2	Feasibility	Is the change well-formulated, address a project need and
3	Planning	A detailed implementation plan is created which takes into account impacts, resource needs, testing and verification.
4	Insertion	The plan is executed to implement the change.
5	Assessment	Verification of successful change, issues analysis, documentation and close-out.

Open Change Requests

Key	Summary	Process Stage†	Reporter	P	Created	Status
IHS-612	Implement debug and normal queues for developers on the verification cluster	Planning	Yusra AlSayyad	blocked URL	16/Nov/17	Anticipate implementation this week
IHS-580	DM developers need a build/test environment that supports docker containers	Feasibility	Joshua Hoblitt	blocked URL	02/Nov/17	Determining exact needs and if current capabilities are adequate
IHS-576	Configure slurm to accept jobs to use only partial nodes	Planning	Tim Morton	blocked URL	02/Nov/17	Assessing the impact to other use cases
IHS-488	Increase limits and swap space for qserv pdac	Feasibility	John Gates	blocked URL	04/Oct/17	Discussion in several infrastructure & PDAC meetings. Fritz Mueller has the action item of needs-gathering. Waiting for feedback.

Heard on the Street This Week, but no Ticket Filed

- **New**
 - None
- **Previous**
 - It was suggested that per-user storage usage for each shared fileset be made available. Preferably readable by any DM member.
 - Several users expressed a desire to have the Intel compiler suite (icc) available on last-dev
 - Increase ssh idle session timeout, which is currently 1 hr. (John Parejko via Slack)
 - Suggestion to deploy kubernetes on PDAC, it is assumed that this is being handled through the rolling-wave (EVMS) process
 - Tools for parallel programming in batch computing environment (gnu parallel and others)

Change Process Notes

- Change process is being further developed
- Change process is being exercised, refined and socialized with T/CAMs as well as submitters

Problem Management

Report format under development

Interactions

1. [T/CAM interactions](#)

Mainly Slack discussions regarding infrastructure operational details (e.g., patching, system status, etc)

ITSC

- The following RFCs have been adopted:

ITRFC-4	Provision and integrate new Identity Management system (IDM) LSST Tucson
ITRFC-6	Puppet to be the Configuration Management System
ITRFC-7	Dynamic Emergency Contact List

- Notable is

which is also a project (EVMS) deliverable. It's unclear how ITSC and project objectives are related, but there has been no movement on this within the ITSC.

c. Next meeting 20 Feb 2018

2. [PDAC](#)

- a. All systems operational. The team continues work on milestone testing for the F17 "load and serve the WISE single-epoch data" effort.
- b. Next PDAC meeting 25 Jan 2018

3. [Summit-base Tiger Team](#)

- a. Still suspended as implementation has taken precedence over planning. Pinged [Jeff Kantor](#) yesterday on this and he'll be rebooting meetings

4. [Infrastructure](#)

- a. Patches to user-facing lsst-dev servers for spectre and meltdown vulnerabilities were applied. The assessment of the sysadmin & security teams is that remaining systems are not in any immediate peril. They will wait for patches that are tested and supplied through official vendor channels.
- b. Next meeting 01 Feb 2018

Other business

(None)

Action Items

New

From last week