

2018-02-07 Service Mgt. Steering Meeting Notes

Date: 07 Feb 2018

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

Scheduled Maintenance

[See the LSST Service Status Page](#)

As-is Services

Incidents

Key	Short Description	Reporter	Created	Resolved	Summary
IHS-782	My work computer cannot ssh into lsst-dev via wired ethernet	Russell Owen	06/Feb/18	06/Feb/18	User cannot log in to lsst-dev via wired connection at UW. The user's IP was blocked by NCSA Security because it was detected attempting brute force ssh scans. The IP was in use by another device at the time. The block has since expired and the incident reported to UW security. Culprit was someone else with a raspi

Requests

Key	Short Description	Reporter	Created	Resolved	Summary
IHS-783	Can't login to NCSA account (lsst-dev)	Patrick Ingraham	06/Feb/18	06/Feb/18	Bad entry in his .ssh/known_hosts file. Fixed.
IHS-767	Make per-user GPFS usage data available to users	Paul Domagala	01/Feb/18		Done.
IHS-760	Please mount GPFS /project on lsst-demo	Gregory Dubois-Felsmann	30/Jan/18	31/Jan/18	Request to make /project available on the lsst-demo server, in support of the Firefly server on that host. /project is now mounted readonly on lsst-demo from GPFS via NFS.
IHS-755	Addition of new data in /datasets/hsc	Hsin-Fang Chiang	29/Jan/18	01/Feb/18	Per RFC-440 , create directory structure for new calibration data into /datasets/hsc. The following directories were created: /datasets/hsc/repo/transmission/ /datasets/hsc/calib/20180117/
IHS-714	Update docs on verification cluster	Simon Krughoff	17/Jan/18	30/Jan/18	
IHS-618	Greg Daves need privileges to manage certain GPFS filesets	Paul Domagala	20/Nov/17	06/Feb/18	It was determined that the sysadmins will take care of these requests.

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-766	The members of the Infrastructure Working group have asked that NCSA set a 1 TB/user quota for home directories	Feasibility	Paul Domagala	blocked URL	01/Feb/18	A complementary RFC has been filed: RFC-443, Re-enable per user quotas in home directories NCSA has yet to discuss this.
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 h as the action item of needs-gathering. Waiting for feedback.

Heard on the Street This Week, but no Ticket Filed

- New
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- 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

- Paul has contacted corresponding T/CAMs to understand business need, obtain concurrence & document in each **LDMCR**
- Change process is being exercised, refined and socialized with T/CAMs as well as submitters

Problem Management

A problem registry has been begun [here](#) to analyze incidents in an effort to identify root cause, frequency and severity.

Interactions

1. [T/CAM interactions](#)

[ITSC](#)

- Nothing new

1. [PDAC](#)

- Last PDAC meeting 11/16/2017.

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

- This meeting will resume on 22 Feb 2018

2. [Infrastructure](#)

- Last meeting 01 Feb 2018
 - Shared storage usage was the major topic of discussion
 - Daily usage statistics are now generated for filesets /home, /project, /datasets, /scratch
 - The Infrastructure group was briefed on an upcoming reservation in the batch computing environment to support processing of HSC-PDR1 data.
- Next meeting 16 Feb 2018

Other business

[LSST support instructions \(draft\)](#)

Action Items

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- ☐ [Unknown User \(pdomagala\)](#), prototype a service mgt. dashboard (viewpoint experiment)
- ☐ [Unknown User \(pdomagala\)](#), produce system design document. Define incident. Roadmap. Define targets. What systems cover availability mgt.
- ☐ [Unknown User \(pdomagala\)](#), run the [change request](#) wording by Margaret. If approved, post in the developer docs. Maximize use of pointers.

From last week