

ATLAS Distributed Computing Shift Operation in the first 2 full years of LHC data taking

ATLAS Experiment

http://www.atlas.ch

- Particle experiment at the Large Hadron Collider at CERN
- Learning about the basic forces that shaped our Universe
- Many unknowns to study: origin of mass, extra dimensions of space, unification of fundamental forces, evidence for dark matter candidates

ATLAS Distributed Computing (ADC) Shifts

ADC Manager on Duty Address or escalate issues with the core services of the ADC. Since 2009 Data processing at Tier-0. Data export to Tier-1s ADC Comp@P1 and Calibration Tier-2s. Distributed Analysis First line user support for grid-related issues Support Team Since Data processing on the Grid. Monte Carlo simulations. **ADC Operations Shift** 2008 Physics group data processing. File transfer between Tier-1s/2s/3s. Cloud Squad Support for site admins in matter of ATLAS-specific issues.

ATLAS Distributed Computing Shifts Workflow

Spot an issue

... monitoring tools available to spot degradation of a service, failures of an activity ... exclude failing site/service from production

Chase and Report

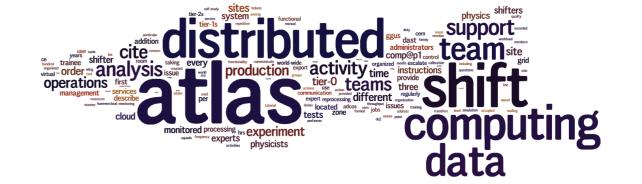
- ... 200 tickets per months to report site-related issues (service degradation)
- ... 50 tickets per months to report task-related issues (misconfiguration, SW bug)

ADC Shift Training

- Tutorial
- Self-study of shift procedures
- Supervised Trainee shift
- Raising questions to the Experts
- Communication with the fellow colleagues on duty

Problem solved. Follow-up.

- ... initiate testing the service, misconfig fix
- ... include site/service back to production



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