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WLCG Critical Services

Introduction

This page lists per LHC experiment the set of services that are:

- *not* operated by its own personnel, and
- deemed critical for the successful operation of its grid workflows and for related activities.

Most of those services are hosted and operated by CERN-IT, while several Tier-1 sites and other partners also provide some.

For every relevant service, each experiment has provided indications of the effects of the service being unavailable. The *impact* indicates the effect on operations or people if the service were unavailable *for a few days*. The *urgency* indicates how quickly that impact would be reached. The *criticality* is defined as the product of urgency and impact. At the right hand side there are columns for the *maximum* criticality of a service across the experiments, the *sum* of the criticalities across the experiments and the *weighted maximum* criticality. The latter ranks services with identical maximum criticalities according to their respective sums of criticalities. Each numeric column can be sorted in ascending (descending) order by clicking once (twice) on its header.

Impact on operations and/or people

Level	Definition
10	ops/VO severely affected
7	ops/VO notably affected
4	ops/VO moderately affected

Urgency levels

Level	Definition
10	full impact reached within 6 hours
7	full impact reached within 1 day
4	full impact reached within 2 days
1	full impact reached after 2 days

Criticality levels

As a visual aid, 3 criticality ranges have been defined with distinct colors.

For a given experiment and for the maximum across the experiments, the ranges are as follows:

top	70-100
high	40-69
moderate	0-39

For the sum of the criticalities across the experiments:

top	210-400
high	120-209
moderate	0-119

The colors for the *weighted maximum* values correspond to those of the maximum values across the experiments.

Purpose of the tables

These tables are meant to clarify which services require which level of *attention* in their implementation and operation, to try and *minimize* the effects of service unavailability on the experiments, to the extent feasible. For example, a highly critical service should, if possible, be implemented and monitored in a more robust way than a less critical service. HA deployment methods, load-balancing and/or hot standby setups should be considered for such cases.

These tables do *not* make any promises about the level of support that can be expected for a given service: unless a specific arrangement was made for a particular service, the support level is *best-effort* for any service, though in practice it usually is compatible with the actual criticalities of the given service. If not, the service implementation and operation can be looked into.

CERN-IT services

Service	urg	imp	crit	urg	imp	crit	urg	imp	crit	urg	imp	crit	max	sum	wtd
	ALICE			ATLAS			CMS			LHCb			crit	crit	max
Px-CC network	7	10	70	7	10	70	4	10	40	10	10	100	100	280	1280
LHC-OPN / LHC-ONE / GPN	7	10	70	7	10	70	7	10	70	7	10	70	70	280	980
Oracle online	10	10	100	10	10	100	10	10	100	10	10	100	100	400	1400
Oracle offline (inc. streaming)	4	7	28	10	10	100	7	10	70	10	10	100	100	298	1298
DB-on-Demand			0	7	10	70	4	10	40	10	10	100	100	210	1210
CTA	4	7	28	7	7	49	4	7	28	4	7	28	49	133	623
EOS	7	10	70	7	7	49	7	10	70	7	7	49	70	238	938
FTS			0	10	10	100	4	7	28	4	10	40	100	168	1168
Global xrootd redirector			0			0	7	7	49			0	49	49	539
Ceph			0	10	10	100	4	7	28	10	10	100	100	228	1228
CVMFS Stratum-0	7	10	70	7	10	70	4	7	28	4	10	40	70	208	908
CVMFS Stratum-1	4	7	28	7	4	28	4	7	28	7	10	70	70	154	854
Frontier and Squid			0	7	7	49	7	10	70			0	70	119	819
Batch service	7	7	49	7	7	49	4	7	28	4	7	28	49	154	644
Dedicated batch			0	7	7	49	10	7	70			0	70	119	819
CE	7	7	49	7	7	49	4	4	16	4	7	28	49	142	632
VOMS	4	10	40	7	10	70	4	10	40	7	10	70	70	220	920
MyProxy	4	10	40	4	4	16	4	10	40			0	40	96	496
CRIC	1	4	4	7	7	49	4	4	16	1	4	4	49	73	563
WAU / WSSA	1	4	4	1	4	4			0	1	4	4	4	12	52
BDII			0			0			0	1	4	4	4	4	44
Monit	1	4	4	7	7	49	7	7	49	4	4	16	49	118	608
SiteMon	1	4	4	4	4	16	7	7	49	4	4	16	49	85	575
AI cloud services	4	7	28	10	10	100	7	7	49	10	10	100	100	277	1277
Kubernetes			0	10	10	100	7	7	49			0	100	149	1149
Lxplus	4	7	28	7	7	49	7	7	49	10	7	70	70	196	896
AFS			0	7	7	49	7	10	70			0	70	119	819
GitLab	7	7	49	7	4	28	7	7	49	7	7	49	49	175	665
JIRA	4	4	16	7	4	28	4	4	16	4	7	28	28	88	368
Twiki	1	4	4	7	4	28	7	7	49	4	4	16	49	97	587
Indico	1	4	4	7	7	49	4	7	28	7	7	49	49	130	620
Video conf			0	7	7	49	7	7	49	7	7	49	49	147	637
Windows terminal service	1	4	4	1	4	4			0			0	4	8	48

Services at other sites

Service	urg	imp	crit	urg	imp	crit	urg	imp	crit	urg	imp	crit	max	sum	wtd
	ALICE			ATLAS			CMS			LHCb			max	sum	wtd
	urg	imp	crit	urg	imp	crit	urg	imp	crit	urg	imp	crit	crit	crit	max
GOCDB	1	4	4	4	4	16	4	4	16	7	7	49	49	85	575
MyOSG			0	4	4	16	4	4	16			0	16	32	192
GGUS	1	4	4	4	4	16	7	7	49	7	4	28	49	97	587
FTS			0	10	10	100	4	7	28	4	10	40	100	168	1168
Stratum-1	4	7	28	7	4	28	4	7	28	7	10	70	70	154	854
Accounting Portal	1	4	4	1	4	4			0	1	4	4	4	12	52

Previous versions

- Run 1: [link](#)
- Run 2: [link](#)
- LS2 until Oct 1st, 2020: [link](#)

This topic: [LCG > WLCGCritSvc](#)

Topic revision: r36 - 2020-10-05 - [MaartenLitmaath](#)



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