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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

Links go to a page indicating how to contact the right support unit in GGUS or SNow for the given service.

Service	SNow FE/SE	urg	imp	crit	urg	imp	crit	urg	imp	crit	urg	imp	crit
		ALICE			ATLAS			CMS			LHCb		
Px-CC network	Datacenter-Network	7	10	70	7	10	70	4	10	40	10	10	100
LHC-OPN / LHC-ONE / GPN	Datacenter-Network	7	10	70	7	10	70	7	10	70	7	10	70
Oracle online	oracle-database	10	10	100	10	10	100	10	10	100	10	10	100
Oracle offline (inc. streaming)	oracle-database	4	7	28	10	10	100	7	10	70	10	10	100
DB-on-Demand	db-on-demand			0	7	10	70	4	10	40	10	10	100
CTA	CTA-service	4	7	28	7	7	49	4	7	28	4	7	28
EOS	eos-service	7	10	70	7	7	49	7	10	70	7	7	49
FTS	FTS			0	10	10	100	4	7	28	4	10	40
Global xrootd redirector	eos-service			0			0	7	7	49			0
Ceph	Ceph-Service			0	10	10	100	4	7	28	10	10	100
CVMFS Stratum-0	cvmfs	7	10	70	7	10	70	4	7	28	4	10	40
CVMFS Stratum-1	cvmfs	4	7	28	7	4	28	4	7	28	7	10	70
Frontier and Squid	cvmfs			0	7	7	49	7	10	70			0
Batch service	LXBATCH	7	7	49	7	7	49	4	7	28	4	7	28
Dedicated batch	LXBATCH			0	7	7	49	10	7	70			0
CE	LXBATCH	7	7	49	7	7	49	4	4	16	4	7	28
IAM	WLCG-IAM	4	10	40	7	10	70	4	10	40	7	10	70
VOMS	VOMS	4	10	40	7	10	70	4	10	40	7	10	70
MyProxy	MyProxy	4	10	40	4	4	16	4	10	40			0
CRIC	cric	1	4	4	7	7	49	4	4	16	1	4	4
WAU / WSSA	WLCG-WAU WLCG-WSSA	1	4	4	1	4	4			0	1	4	4
BDII	BDII			0			0			0	1	4	4
Monit	monitoring	1	4	4	7	7	49	7	7	49	4	4	16
SiteMon	WLCG-Experiment-Probe-Submission	1	4	4	4	4	16	7	7	49	4	4	16
AI cloud services	cloud-infrastructure Configuration-Management dns-load-balancing	4	7	28	10	10	100	7	7	49	10	10	100
Kubernetes	cloud-infrastructure			0	10	10	100	7	7	49			0
Lxplus	LXPLUS	4	7	28	7	7	49	7	7	49	10	7	70
AFS	AFS			0	7	7	49	7	10	70			0
GitLab	version-control	7	7	49	7	4	28	7	7	49	7	7	49
JIRA	JIRA-ITS	4	4	16	7	4	28	4	4	16	4	7	28
Twiki	twiki	1	4	4	7	4	28	7	7	49	4	4	16
Indico	indico	1	4	4	7	7	49	4	7	28	7	7	49
Video conf	zoom			0	7	7	49	7	7	49	7	7	49
Windows terminal service	windows-terminal	1	4	4	1	4	4			0			0

Services at other sites

Service	urg	imp	crit	urg	imp	crit	urg	imp	crit	urg	imp	crit	max	sum	wtd
	ALICE			ATLAS			CMS			LHCb			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: r40 - 2022-01-25 - [MaartenLitmaath](#)



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