

Critical service list

Specification of Impact and Criticality of services for LHCb, as discussed and made generic over all VOs. For any more information please see the MB presentation in March '12 [↗](#)

Impact definition in terms of services

Level	Definition
10	Most ops services stop
9	Some ops services stop
8	One ops service stops
7	Most ops services disrupted
6	Some ops services disrupted
5	One Ops service disrupted
4	Some "support" services stop
3	One "support" service stops
2	Some "support" services disrupted
1	One "support" service disrupted

Impact definition in terms of VO

Level	Definition
10	Whole VO affected
8	users affected > 50 %
5	10 % < users affected <= 50 %
3	users affected <= 10 %
1	A single user affected

Criticality definition

i.e. time after the incident when the "full" impact is reached

Level	Time (hours)
10	0
9	0.5
8	1
7	2
6	4
5	6
4	12
3	24
2	48
1	72

LHCb Services Classification

Service	Criticality	Impact
Px -> Computer Centre network	2	10
WLCG network (LHCOPN, GPN)	7	10
CERN Oracle online	10	10

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CERN Oracle Tier-0 (including streaming)	3	10
Frontier front-end and Squid	NA	NA
CASTOR tape	2	8
CASTOR disk	6	8
EOS	NA	NA
Batch Service	5	6
CE	5	6
LFC	9	10
FTS	5	9
VOM(R)S	8	10
BDII	3	1
MyProxy	4	10
gLite WMS	4	6
CVMFS Stratum 0	6	6
CVMFS Stratum 1	1	5
Dashboard	1	1
SAM	4	2
VOBOXes	9	10
AFS	8	10
CAF	1	1
CVS/SVN	6	6
Twiki	6	6
Mail and Web service	9	10
Hypernews	NA	NA
Indico	8	9
Savannah / Jira / Trac	3	6

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