

IT Service Level Description

Service Name: CASTOR Databases

Service Description

Provision of database infrastructure to the CASTOR service, composed of 5 ORACLE RAC clusters (two nodes each) for the experiment stagers, 5 single nodes for the DLF plus one node for the CASTOR name server.

Group and Section Responsible

IT-DES-DIS; Email: Oracle.Support@cern.ch, GSM: 16ZZZZ.

Clients

- CASTOR service managers
- Indirectly, the four LHC experiments

Criticality

- A service shortage may affect experiment data access/recording. On RAC clusters partial (i.e. one node) downtimes of a couple of hours is acceptable as they are deemed transparent to the users.

Dependencies

The following services must be available:

- Power (UPS) in the computer center;
- Network
- TS cooling system; our service will be shut down gracefully after M minutes if this fails.
- TSM backup/recovery service

Service Support Level

- Level 0: The service runs on a set of RAC clusters and single nodes. Those on RAC may run without reduced availability.
- Level 1: The computers on which the service runs are under operator surveillance in the Computer Centre 24*365. They will be restarted upon malfunction or straightforward problems.
- Level 2: A failure of the service which requires the intervention of an expert will be dealt with by the CASTOR Service Manager on duty, who in turn shall decide the course of action (involving or not DES group). Interventions outside working hours t.b.d.

Service Reliability

The current status of the service can be ascertained by viewing the IT Service Status Board at <http://it-support-servicestatus.web.cern.ch/it-support-servicestatus/default-dynamic.asp> Note that current problems are reported here: <http://it-support-servicestatus.web.cern.ch/it-support-servicestatus/>

Database data is being backed up regularly (two full + 5 incremental backups per week), with a retention period of 90 days. In addition the archive logs are also backed up on tape every 15 minutes to allow recovery of individual transactions. Recovery time is variable depending on db size, actual load at the TSM server, etc.

One recovery exercise per week is performed on the different CASTOR databases according to parameters (TSM action, offsite copy archives, etc) provided by the CASTOR service managers.

DRAFT