

Campus and User Support

OSG Planning Retreat 2016

1. Ongoing user support
 - a. OSG Connect account and Project requests, Helpdesk (Bala)
 - b. Respond to user “how-do-I?” questions, feature requests, errors (Bala, Mats)
 - c. Software and packaging of user applications in the modules + OASIS service (Bala, Suchandra)
 - d. XD Program
 - Support users with XRAC allocations (Mats)
 - Attend quarterly XRAC allocations meetings (Rob, Mats)
 - e. Operation of user infrastructure (UC)
 - Maintenance of Cobbler build and Puppet configuration rules (UC)
 - Maintenance of KVM-based virtual machine infrastructure (UC)
 - login01.osgconnect.net (login service) (Suchandra, UC)
 - login02.osgconnect.net (remote campus connect clients server) (Suchandra, UC)
 - NSF file server for /home directories (UC)
 - hosted campus factory services (Syracuse, Clemson resource targets) (UC)
 - Stash (UC)
 - i. 14 Xrootd doors at 10 Gbps to SciDMZ
 - ii. 14 Gridftp doors at 10 Gbps to SciDMZ
 - iii. Xrootd, http, SRM, Globus Online, CephFS
 - osg-xd login host & services (Mats)
 - osgconnect.net services (UC)
 - Jenkins-based automated testing of software tools, tutorials and systems (UC)
 - OSG Connect analytics infrastructure (Suchandra)
 - i. Flume & Logstash collectors, Kibana
 - ii. Elasticsearch cluster (3 node → 6 node)
 - iii. Grafana monitors for OSG Connect, Campus Connect queues (UC)
2. Lowering Barriers to Usability
 - a. Create domain specific HTC tutorials [Bala, Mats, Emelie, on-going]
 - b. Campus Connect Client [Suchandra, ongoing: bug support and progressive releases]
 - c. Reducing friction between user data and resources
 - i. Globus for Campus to Stash; Stash to Campus [Bala]
 - ii. StashCache-over-CVMFS usability [Suchandra]
 - d. Submit tools for the FreeSurfer (Brain Imaging) community (Rob, Suchandra)
 - e. Assessment of XSEDE user community application workflows, suitability for HTC (Mats, Bala)
3. Lowering Barriers to Sharing Resources (small campus integration) [Suchandra, UC]
 - a. Hosted Bosco services [on-going]
 - b. Hosted HTCondor CE – Bosco
4. Campus Researcher and Provider Engagement
 - a. Campus engagement (with Bo)
 - b. Virtual Training (Mats, Emelie, Bala)
 - c. Joint Software Carpentry & OSG Workshops (Emelie, Bala, Mats)

- d. Represent OSG Campus Grids and User Support in various forums (**Rob**)
 - i. RMCC (Rocky Mountain states)
 - ii. SPAN (Southern states)
 - iii. Internet2 Tech Exchange

5. StashCache (**UC**)

- a. Production Operation of Stash origin server
- b. User documentation (**Bala**)

6. Strategic Science Engagements (**Benedikt, Suchandra**)

- a. Xenon1T
- b. South Pole Telescope
- c. Neuroimaging (FreeSurfer)

7. Effort summary

Name	Institution	FTE
Mats Rynge	ISI	0.5
Emelie Harstad	Nebraska	0.5
Rob Gardner	Chicago	0.5
Bala Desinghu	Chicago	1.0
Suchandra Thapa	Chicago	0.5
Benedikt Riedel (June 1)	Chicago	0.5
Total		3.5

8. Metrics

Campus and User Support Target Metrics			
OSG Connect	2015 (actual)	2016	2017
Trial users	(172)	(85)	
Active users	50 (40)	100 (32)	150
Active projects	25 (28)	50 (27)	75
Total users (OSG Connect only)	-	625	
Total project (OSG Connect only)	-	105	
Campus connect client users	2015	2016	2017
Trial users	10 (40)	50	100
Active users	5 (2)	10	50
Campuses	2 (2)	5	10
OSG Quick Connect Campuses	2015	2016	2017

Campus as resource targets	3 (2)	2	NA
OSG-CE-Bosco	NA	3	10
XSEDE Usage	2015	2016	2017
Allocation hours (used)	8M (41M)	8M	8M
Active projects	(29)	35	40