OSG User Support Update

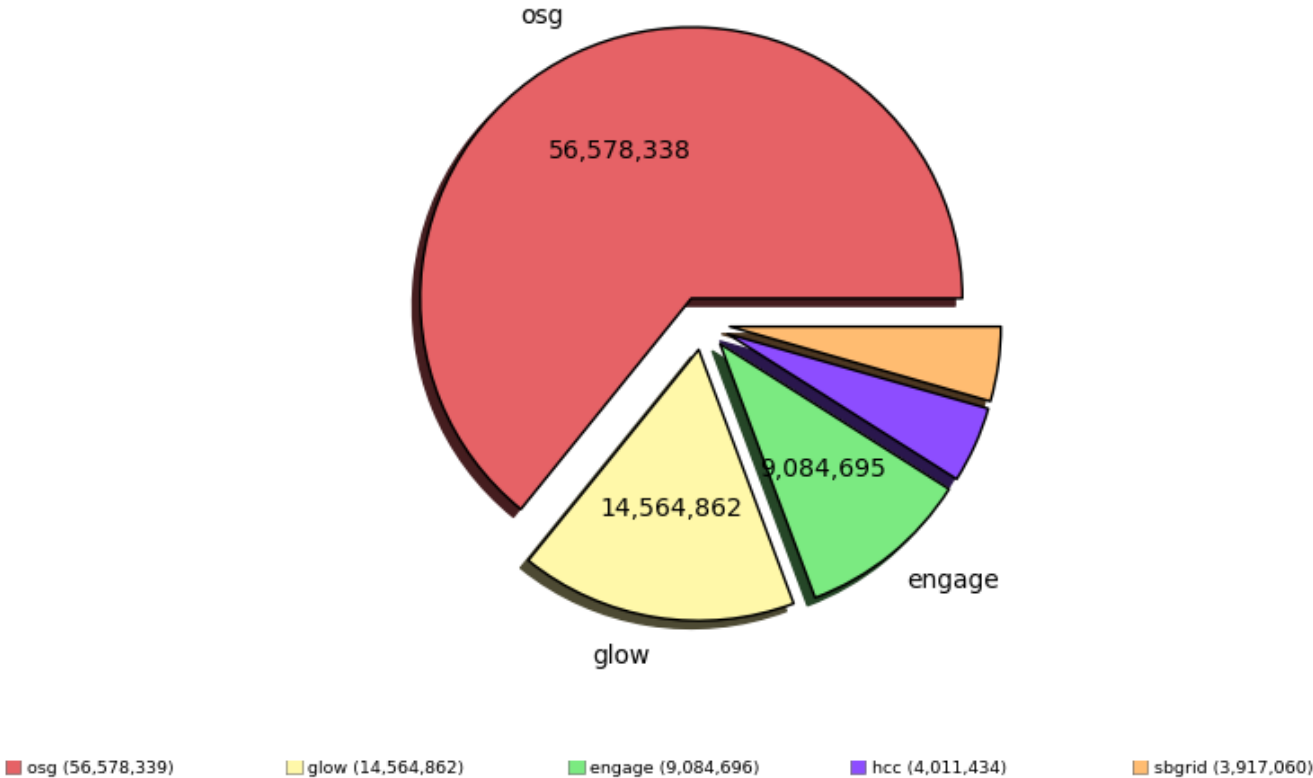## OSG Area Coordinators Call
February 12, 2014

Chander Sehgal - FNAL

Overall Opportunistic Usage Last 12 months

Wall Hours by VO (Sum: 88,156,390 Hours)
52 Weeks from Week 07 of 2013 to Week 06 of 2014

osg — 56,578,338
glow — 14,564,862
engage — 9,084,695

Legend:
- osg (56,578,339)
- glow (14,564,862)
- engage (9,084,696)
- hcc (4,011,434)
- sbgrid (3,917,060)

The trailing 12 month cumulative usage is growing at the rate of 1M hours per week

Researcher Enabled in last 12 months OSG-XD

Project Name	PI	University	Science Domain	Hours
TG-ATM130009	Phillip Anderson	University of Texas at Dallas	Atmospheric Sciences	46,028
TG-ATM130015	Phillip Anderson	University of Texas at Dallas	Atmospheric Sciences	77,168
TG-OCE130029	Yvonne Chan	University of Hawaii, Manoa	Ocean Sciences	21,493
TG-IRI130016	Joseph Cohen	University of Massachusetts, Boston	Information, Robotics, and Intelligent Systems	70,536
TG-MCB100109	Lillian Chong	University of Pittsburgh	Molecular Biosciences	264,362
TG-CCR120041	Luca Clementi	San Diego Supercomputer Center	Computer and Computation Research	12
TG-DMR130036	Emanuel Gull	University of Michigan	Materials Research	212,059
TG-DMR120085	Emanuel Gull	University of Michigan	Condensed Matter Physics	60,624
TG-MCB090163	Michael Hagan	Brandeis University	Biophysics	33,785
TG-MCB120070	Joseph Hargitai	Albert Einstein College of Medicine	Molecular Biosciences	39
TG-MCB090174	Shantenu Jha	Rutgers, the State University of New Jersey	Molecular Biosciences	127
TG-IBN130001	Donald Krieger	University of Pittsburgh	Integrative Biology and Neuroscience	24,338,299
TG-CHE130103	Jeremy Moix	Massachusetts Institute of Technology	Chemistry	48,768
TG-PHY110015	Pran Nath	Northeastern University	Physics	303,931
TG-DMS120024	Benjamin Ong	Michigan State University	Mathematical Sciences	68,907
TG-MCB130072	Robert Quick	Indiana University	Molecular Biosciences	15
TG-TRA100004	Andrew Ruether	Swarthmore College	Training	444,374
TG-IBN130008	Jorden Schossau	Michigan State University	Integrative Biology and Neuroscience	9,042
TG-PHY120014	Qaisar Shafi	University of Delaware	Physics	525,616
TG-CHE130091	Paul Siders	University of Minnesota, Duluth	Chemistry	80,325
TG-STA110014S	Nancy Wilkins-Diehr	University of California-San Diego	Center Systems Staff	5
TG-STA120004	XD Staff	Various	Testing & Integration	14
TG-TRA120041	Hanning Chen	George Washington University	Computer and Information Science and Engineering	230
			OSG-XD Total	**26,605,770**

Researcher Enabled in last 12 months
OSG-Direct

Project Name	PI	University	Science Domain	Hours
Duke-QGP	Steffen A. Bass	Duke University	Nuclear Physics	2,399,539
SPLINTER	Robert Quick	Indiana University School of Medicine	Medicine	3,979,535
IU-GALAXY	Robert Quick	Indiana University	Bioinformatics	200,377
RIT	Alexander Arlange	Rochester Institute of Technology	Ramsey Numbers R(C4,Km)	764,216
Snowmass	Meenakshi Narain	Brown University	LPC group	9,972,492
ECFA	Meenakshi Narain	Brown University/LPC group	Particle Physics	1,744,646
SNOplus	Joshua R Klein	University of Pennsylvania	Physics - Neutrino	488
detectorDesign	John Strologas	University of New Mexico	Medical Imaging	444,403
BNLPET	Martin Purschke	Brookhaven National Lab	Biomedical Imaging	22,453
UMich	Paul Wolberg	University of Michigan	Microbiology	1,056,952
EIC	Thomas Ullrich	Brookhaven National Lab	Particle Physics	410,593
UPRRP-MR	Steven Massey	Universidad de Puerto Rico, Rio Piedras Campus (UPRRP)	Bioinformatics	609,433
DeerDisease	Lene Jung Kjaer	Southern Illinois University	Biological Sciences	11,692
Pheno	Stefan Hoeche	SLAC	High Energy Physics	367,660
Unknown				4

OSG-Direct Total   21,984,490

Key Initiatives

1. **Effective service delivery for XSEDE Users of OSG – proceeding well**

2. **Enabling new researchers, who contact OSG directly, to access DHTC – proceeding OK (need more customers – must cultivate new channels)**

3. **Engage VO at RENCI is wrapping up; we must transition all the users to either OSG-XD or OSG-Connect/Duke-Connect – proceeding well**

4. **Working with LBNE to enable MC simulations on multiple OSG sites – just started (similar to work done for SNOWMASS; but there are many stakeholders who want to influence the technical plan)**

5. **More opportunistic access; develop a plan for 2014 to increase sites and cycles accessible to the osg vo by 50% – new initiative (and a big concern since we have very few tools that provide visibility into usage and issues)**

Top Concerns

1. How do we identify more researchers who can benefit from access to OSG DHTC ? *** a priority ***

2. We continue to struggle with inadequate tools for understanding production for our front-end using the Glide-in WMS system; schedule & status of requests to glideinWMS project is unknown

3. Need to develop a plan for site support – especially as we understand the division of effort between gFactory operations and related site support

4. User Support workload has increased to the point that we are now feeling the pain of not having the 0.5FTE planned in the Nebraska SOW for User Support

Other Work Items

1. **Work with Gratia to develop a report that shows all OSG VO usage broken down by submit host (recall we have many host flocking into OSG) – need a complete picture of work done (batch_pilot) via this framework**

   - **OSG-Connect flocking**
   - **Duke-Connect flocking**
   - **iPlant flocking**
   - **VT flocking**
   - **SAGA flocking**
   - **Bakerlab flocking**

2. **Transition UCSD from Engage VO ➜ OSG VO**

3. **Review Intensity Frontier Data Handling plan and provide inputs for FIFE on how to improve and leverage other OSG initiatives**

Recent Accomplishments

1. With assistance from glideinWMS project, we audited the configuration of the OSG-XD frontend – no major issues identified but some fine tuning done

2. OSG-VO access to opportunistic resources appears to have broken thru the 12K cores barrier; recently achieved >18K cores – a couple of days with over 450K hours (unfortunately we can't explain why we were stuck at 12K cores and what broke the log-jam)

3. Continued to operate the OSG Public storage service (based on iRODs) for the benefit of the OSG VO community; planning to move this services to be hosted at GOC.

User Support Team

Name	Institution	%FTE
Mats Rynge	ISI	50%
Marko Slyz	FNAL	60%
Tanya Levshina	FNAL	25%
tbd@Nebraska	Nebraska	50%
Alex Zaytsev	BNL	10%
Chander Sehgal	FNAL	40%