<u>OSG User Support</u>

<u>Report to Area Coordinators</u>

Last Report on Feb 1, 2012

<u>Recent Work Accomplishment</u>

1) <u>User Support twiki home page</u> updated
2) <u>OSG as an XSEDE SP</u>
   a. OSG-XSEDE Submit host ready for friendly user testing; <u>see front-end status</u>
   b. 3 XSEDE allocation requests re-directed toward OSG at last XRAC meeting
   c. Load volume testing of system has started
   d. Probably need to negotiate acceptance of VO=osg at more sites and enable gfactory for those sites
3) <u>Public Storage</u>
   a. We have a functioning technology demonstrator
   b. Need to drive closure on SRM interface for iRODS
   c. Need to select a VO (SLAC Phenomenology group) for Beta Test
4) <u>SLAC Support</u>
   a. Security analysis to open up ports
   b. Additional sites for SuperB VO
   c. Establish Ohio Supercomputer Center as an OSG site
   d. The SLAC Theory Group has started working with OSG User Support to run phenomenology codes on OSG as a proof-of-principle
5) <u>NEES</u>
   a. Actively moving users from Engage incubator to NEES VO
   b. Establish Oregon State University as an OSG site under NEES VO
6) <u>EIC</u> – production completed
7) <u>DES</u> – supporting FNAL EAG group and Don Petravick (UIUC-NCSA) to adapt image pipeline to run on OSG
8) <u>LSST</u> – moving users from Engage incubator to LSST VO

9) Other Ongoing Support – assist SURAGrid in application development (how to identify the right sites)

Upcoming and Potential Work

1) Belle VO and PNNL integration into OSG
2) More "big picture" coordination of regional engagements; need a federated approach and effort
   a) Many OSG institutions are now using the Engage VO for their local engagements
   b) Many different access methods (flocking, 2nd submit host, SSH)
   c) Support and Effort at RENCI needs to be re-verified

Concerns/Issues

1) OSG-XSEDE is taking a lot of focus and effort
2) How to deal with individual users at the "engage" doorstep? We don't have the effort in User Support. Either refer to regional OSG teams or XSEDE or decline?

On behalf of

Chander Sehgal	0.3
Gabriele Garzoglio	0.2
Marko Slyz	0.25
Tanya Levshina	0.25
Mats Rynge	0.5
TOTAL FTE	1.5

And Yaling Zheng (at Nebraska) helping with OSG-XSEDE work

User Support Ongoing Activities

WBS	Act-Num	Activity	Performance Goal	Status
5	1	Weekly OSG VO Call – enable community building and self-help within the VOs	Attendance by > 5 VOs per call	Calls transitioned to every other week; attendance has been by 2-4 VOs per call. The need for this call appears to have been reduced as VOs gain greater experience and knowledge with using OSG
5	2	Support the VOs in identifying and resolving issues affecting their ability to use OSG per their needs (via joint action of the VO community and OSG staff)	Survey for satisfaction with support process	As issues are reported by VOs, OSG User support staff is assigned to address those requests. The survey is pending
5	3	Monthly Tutorials at VO Forum	1 per month	3 technology tutorials so far: 10/6/11 Native Packaging; 10/20 Globus Online; 1/12/12 OSG as XSEDE SP
5	4	Introduce new communities to OSG and provide guidance and support for integration as VOs and Resources	1 per Quarter	**new** 3 in the last quarter; SLAC, Oregon State, and PNNL

User Support WBS Tasks

WBS	TaskName	Start	Finish	Status
5	User Support			
5.1	Enable new communities in achieving effective use of OSG			
5.1.1	NEES	10/1/2011	10/30/2012	NEES is operational as a VO but usage is still low; progess continues at a pace determined by the collaboration. The NEES community has successfully used the OSG for running their apps under the Engage VO.
5.1.2	LSST	10/1/2011	2/28/2012	This work is mostly dormant as LSST is still working to find staff (at FNAL) who can adapt their pipeline to run on OSG
5.1.3	DES	11/1/2011	6/30/2012	We continue to support DES staff in adapting applications to run on OSG but progress is constrained by DES priority to address and resolve issues in the workflow.
5.2	Transition support environment for CI-Team OSG Users			
5.2.1	Develop Plan	10/1/2011	12/15/2011	Work is synergistic with new submit host for XSEDE and is being addressed as part of WBS 5.5;
5.2.2	Implement Plan	10/1/2011	3/15/2012	Work is synergistic with new submit host for XSEDE and is being addressed as part of WBS 5.5;
5.3	Coordinate delivery oriented task forces			
5.3.1	GEANT4	11/1/2011	12/20/2011	Usage was deferred due to dependence on broad deployment of CVMFS in OSG. We have already re-engaged Geant4, working with volunteer OSG (Atlas) sites to enable CVMFS for Geant4. We are now waiting for their input on their new requirements with this community
5.3.2	SBGrid/eNMR	10/1/2011	1/31/2012	Test jobs from eNMR are now running on OSG. As needed support provided; at present, we need to re-engage with the community and verify overall status.
5.3.3	EIC	10/1/2011	2/15/2012	***new*** in Jan 2012 Excellent progress; assisted BNL staff on EIC to

				adapt their application for OSG. Currently in production.
5.4	Review technical plan for iRODs based opportunistic storage with Technology area	8/15/2011	9/15/2011	Technical planning has progressed and we are moving to a technology demonstration; awaiting SRM interface development from iRODS team
5.5	Develop methods and guidelines to enable XSEDE Users to effectively use OSG	10/1/2011	11/15/2011	Technical planning completed and project plan is in implementation for 4/1/2012 service availability. This includes linkages to XRAC and developing methods for XSEDE users to submit into OSG via the OSG-XSEDE submit host
5.6	Allocation & priority method for opportunistic cycles for "user" VOs *(and XSEDE)*	10/1/2011	2/15/2012	Review completed with finding of identity related issues which are being addressed by the technical staff with guidance from the technical director
5.7	Refine high-level documentation for Virtual Organization	1/27/2012	3/15/2012	***new*** in Jan 2012