OSG User Support Key Initiatives

1. **Effective service delivery for XSEDE Users of OSG** – proceeding well; see next page
2. **Enabling new researchers to access DHTC** – proceeding well; see next page
3. **Improved Field-of-Science Accounting** – joint activity with Gratia project. Integration completed and successfully trialed with vo=osg; now working on broader adoption with vo=hcc as the next likely adopter. Gratia queries will continue to be developed based on stakeholder feedback; see report at Oct 3 OSG Council Meeting
4. **Backend integration of Galaxy to OSG** – new item from last OSG Council meeting; project charter and technical plan to be developed in 4Q2013 with report back to Council in early January

Researchers Enabled to Access DHTC in 3Q2013

OSG user support continues to actively support researchers who are not already affiliated with an OSG community in gaining access to DHTC computing resources. This spans researchers who make their request via XD as well as those that directly contact OSG. We observe steady growth in number of users and total wall-time consumed by these users.

In the last quarter, 22 distinct research groups (10 from OSG and 12 from XD) received access to DHTC via OSG and used 12.3M hours (6.1M for OSG and 6.2M for XD); all of this time was in "opportunistic" mode (i.e. there are no compute clusters dedicated for these users).

XSEDE Allocation ID	WallHours		OSG Project	WallHours
TG-TRA100004	417,351		UMICH	400,328
TG-PHY120014	62,031		SPLINTER	184,870
TG-OCE130029	9,537		SNOWMASS	2,812,541
TG-MCB130072	11		SNOPLUS	489
TG-MCB100109	1,492		RIT	181,513
TG-MCB090163	6,883		IU-GALAXY	57,955
TG-IRI130016	18,967		EIC	181,514
TG-IBN130001	5,438,520		ECFA	1,709,986
TG-DMR130036	183,874		DUKE-QGP	371,289
TG-DMR120085	60,625		DETECTORDESIGN	174,240
TG-CHE130091	31,095			**6,074,724**
TG-ATM130015	3,379			
	6,233,763			

At 5 cents per hours ➔ $311K

Top Concerns

1. Despite the best efforts of the gFactory operations team, vo=osg must contribute non-trivial effort to maintain production at levels (>200K hours per day) needed to support our customers. We continue to struggle with inadequate tools for understanding production issues (using the Glide-in WMS system).
2. Public storage using iRODs is not scaling well as usage has grown; we may have a solution but for now we have temporarily suspended plans to establish an iRODs server hosted by the GOC -- will we be able to leverage the work of AAA for smaller VOs?
3. With the departure of specific staff from U-Chicago, the small amount of site support we had is now gone; this is critical to helping new sites join OSG.

Recent Accomplishements

1. Continued to provide stable/reliable DHTC computing services to XD users.
2. Operated the OSG Public storage service (based on iRODs) for the benefit of the OSG VO community.
3. Assisted the Gratia project in implementing a field-of-Science accounting service by reusing the “ProjectName” concept which was implemented as part of enabling OSG as an SP for XD; this is currently being tested with vo=osg.
4. Enabled the Snowmass LPC group to complete its computing program.
5. Implemented plans to upgrade the OSG-XSEDE login host; hardware upgrades were procured by the GOC which are now being integrated. This upgrade will enable 20,000 simultaneous active opportunistic jobs for vo=osg.
6. Supported the Campus Grids team in defining and implementing OSG Connect service which was successfully used at the August 2013 CIC meeting at Duke University.
7. Working to integrate two new sites: 1) University of Maryland – IGS; and 2) Saint Louis University.
8. Proposed improvements to the Glide-in WMS system in the area of observability and monitoring.

User Support Team

Name	Institution	%FTE
Mats Rynge	ISI	50%
Marko Slyz	FNAL	50%
Tanya Levshina	FNAL	25%
Alex Zaytsev	BNL	10%
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