



GENI Meta-Operations Center Service Desk

Project Status Report

Spiral 5, Post GEC18

Period: 08/01/2013-10/31/2013

Marianne Chitwood – Principal Investigator

Summary

- *Operating within Budget*
- *Completed all remaining Service Desk Statement of Work milestones; waiting for new*
- *Continuing to work on current and consistently improving support for the GENI Community*
- *Established a procedure for GENI LLR Requests*
- *Performed an LLR Request Table-top Exercise*
- *Implemented GMOC-DB improvements to support GENI Project Owners lookup for LLR Requests*
- *Continuing GENI Racks and Regionals turn-ups*

Major Accomplishments

Milestones Achieved

- ***S4.g Complete revisions of processes and documentation and begin production operation of support desk. Plan to report on efforts and successes at subsequent GECs. (August, 2012)***

Continued training for the Service Desk 24/7 staff and Co-SST (Chris Pipes) of GMOC tools and current support – Emergency Stop, GENI Integrated Backbone Outages/Maintenances,



I2/NLR/Indiana/MOXI FOAM workflow, Disruptive Experiments Reservation and Maintenance Freeze workflows, GMOC Database training, GENI Racks Outage/Maintenance tracking, etc... Service Desk has established a procedure document and workflow for handling GENI LLR Requests as well as several GMOC-DB UI improvements for supporting LLR requests by being able to search and lookup IP/MAC addresses of GENI Resources. Service Desk continues to work with upcoming Regionals and GENI Racks to setup Emergency Stop contacts in the GMOC database for Aggregates and making sure they're sending data to GMOC and other operational-ready tasks via a stream-lined [GENI Aggregate GMOC Turn-up Process](#).

Deliverables Made

- GENI support processes and documentation updates and improvements
- Continued event tracking support of GENI Racks
- Continued database UI and functionality updates for LLR Process
- Continued to provide turn-up for GENI Racks and other aggregates via the [GENI Aggregate GMOC Turn-up Process](#).
- Implemented and documented post-event/outage review process for FlowVisor outages and disruptive experiments.
- Continued support and stream-lining processes for growing number of GENI Tutorials, maintenance freezes and other resource reservation requests.

Description of Work Performed During Last Quarter

Activities and Findings

The GMOC Service Desk continues to operate by providing following areas of support for the GENI Community:

- **GENI Emergency Stop:** GMOC continues to maintain operational list of Emergency Stop contacts for all GENI Aggregates and the process for performing an Emergency Stop.
- **GENI LLR Request Table-top Exercise:** GMOC along with currently designated GENI LLR representative, Stephen Schwab and a GPO representative, Josh Smift conducted a table-top exercise of an LLR Request test scenario based on the GMOC's LLR Request Process - [GENI LLR Procedure Workflow](#).



The findings of the exercise confirm that the over-all GMOC LLR Request Process works, however further tools development is needed and assuring proper data is submitted into the GMOC-DB in order to be able to find GENI resources and parties responsible for them. It was also clear that historical data of GENI resources linked to their slice owners, etc... is needed to properly handle the LLR requests as slices expire and often LLR requests can often come in with significant delay and it would be difficult to track an offending party/entity if slice ownership has change/expired.

GMOC will continue to schedule LLR test that will include GENI infrastructure and test the tools and ability of LLR representative(s) to find what they need in GENI.

- GMOC has continued with training for Service Desk staff to be better prepared on the 24x7 basis and further development of processes that may help in quicker response to Emergency Stop requests and other instabilities and outages in the GENI Infrastructure as well as provisions for LLR requests.
- **GENI Integrated OpenFlow Backbone network support:** GMOC Service Desk continues to streamline processes and procedures to provide 24/7 monitoring and MOC Service Desk support for operational issues on the GENI OpenFlow Backbone. GMOC continues to work with NLR towards better monitoring and visibility into the NLR OpenFlow Backbone via SNAPP Graphs for the NLR OpenFlow switches – <http://gmoc-db.gnoc.iu.edu/nlr-of/> and possible future alarms for NLR FlowVisor and better coordination between the GMOC and the NLR NOC.
- GENI Operations Mailing list and notifications: GMOC continues to provide notifications for the GENI community via the GENI Ops GENI-Ops@gnoc.iu.edu and Experimenters@geni.net mailing lists as requested. Monthly reminders continue to be sent to the Experimenters@geni.net mailing list to invite interested experimenters to the Ops list and update on any other GMOC developments and to point GENI users towards GMOC Operations Calendars and other tools GMOC provides for presenting the health of the GENI Infrastructure.
- **Disruptive Experiments and FlowVisor Outages Post-event Workflow:** GMOC Service Desk with GPO coordination continue to provide a workflow to handle post-event review for potentially disruptive experiments and/or FlowVisor outages that may have negatively affected



the GENI OpenFlow Mesoscale VLANs and other GENI resources that are being used by other experimenters across GENI. GMOC reviews all such events and works with GPO to track these issues and provide possible resolution and/or reporting FlowVisor events/bugs to ONL. GMOC SST will work with GPO and others in the GENI community to review FlowVisor outages and instabilities as well as other unexpected disruptions via GMOC monitoring and measurement tools.

- **GENI Racks and Regionals Turn-up Workflow:** GMOC Service Desk, Network Engineering groups in coordination with GPO continue to connect GENI Racks and Regionals to the GENI OpenFlow Core by tracking turn-ups by following the [GENI Aggregate GMOC Turn-up Process](#), as well as engaging appropriate network and systems engineering groups to help troubleshoot any problems with connecting a GENI Regional to the Core backbone. GMOC started sending weekly reports for GENI Aggregates Turn-ups for all upcoming GENI Racks and Regional Aggregates that GMOC tracks and sends these reports to GPO and the Racks teams.

Project Participants

During this time, key participants in GMOC Service Desk included:

- Marianne Chitwood, PI
- Eldar Urumbaev, GENI SST
- Adam Williamson, GRNOC Service Desk Supervisor
- John Wilson, GRNOC Project Management Team Representative

Outreach Activities

GMOC web site: GENI GMOC web site is continuing to be updated to provide up-to-date information on GENI Service Desk support including ticketing system, documents, tools and operations calendars. Jon Paul Harren [presented](#) at GEC18 during [the "Planning GENI Operations for the Future"](#) and Eldar Urumbaev [presented](#) about GMOC updates at GEC18 during the [GENI Rack Operations and Measurement](#) session.

Collaborations

GMOC Service Desk representatives continue to join the bi-weekly Regionals call, GENI Rack



Vendor calls as well as continuing representation on the Friday weekly calls with GPO: Network-Core and Monitoring – providing GENI Ops agenda items and operational status report via a bi-weekly report as well as discuss any other operational items going forward.

During GEC18 GMOC representatives focused on discussing future GENI Operations and updates on current GMOC support, LLR Process and testing.

Planned Activities for Spiral 5

GMOC Service Desk will continue to provide full range of existing support as well as reach out into new areas of improved support including:

- Work on improving overall visibility and reporting in GENI.
 1. Transitioning GENI Core monitoring to GMOC.
 2. Other pro-active monitoring.
 3. Continue performing LLR Requests dry-runs.
 4. GMOC-DB UI and schema supporting LLR requests by easily identifying GENI resources. Making sure all Campuses are sending IP data to GMOC and GMOC is able to lookup Project Owner data from Clearing House and Slice Authorities.
 5. Provide monitoring use-cases for future GENI Operations.
- Continue to keep current the [GMOC website home page](#) and the [GENI Meta Ops page](#) on GENI Wiki to include current support features for experimenters and the GENI community as a whole.