



IPAC Systems Group (ISG)

*Wendy Burt, ISG Supervisor
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Agenda

- ISG Charter
- Support Preparation
- Flight Support
 - Off-Hours Support
 - Service Level Agreement
- Action Items



ISG Charter

- Design, implement and manage shared infrastructure, including mail, network, and backup services.
- Support multiple IPAC projects and their unique requirements.
- Provide printer, desktop and user support, including meetings, conferences and office moves.
- Manage rack space, power and cooling resources in multiple data centers.



WISE Project Support Preparation

1. Upgraded WISE project hardware and system software (Done)
2. Upgraded shared infrastructure hardware and software (One Action Item)
3. Completed WISE emergency server-rebuild exercise (Done)
4. Audited monitoring infrastructure (Done)



1. Upgraded WISE hardware and system software to the latest released version
 - Fileservers
 - Compute cluster
 - Hardware firmware



2. Shared Infrastructure Improvements

- Upgraded mail infrastructure to improve stability (Done)
- Upgraded all Linux servers to address security vulnerability (Done)
- Scheduled software upgrade of all network routers and switches to the latest version (ETA: Nov. 7)



3. WISE Server Rebuild Procedure

- Documented processes on ISG Wiki
- Automated server rebuild process
- Successfully rebuilt the following servers using a cluster node:
 - ✓ Inbound server (wsdcin)
 - ✓ Application server for webQA and Anomaly report (lila)
 - ✓ Development server (caustic)



4a. WISE Hardware Infrastructure Monitoring

- Fileservers
- Compute cluster
- Inbound server (wsdcin)
- Application Server for webQA and Anomaly report (lila)
- Development (caustic)



4b. Shared Infrastructure Monitoring

- IMAP server (receiving and sending email messages)
- Sendmail (email message delivery system)
- LDAP (authentication)
- DNS (Domain Name Service)
- Network routers and switches
- WISE data center cooling and power



Flight Support

- Completed Service Level Agreement (SLA) for flight support
- Defined change control process



WISE Off-Hours Support

- Monitor systems 24/7
 - System alerts will be sent to ISG Engineers' cell phones
- Provide 24/7 engineering on-call support
- On-call schedule published and sent to Tim Conrow and Heidi Brandenburg



ISG-WISE Service Level Agreement

- ISG will notify Tim Conrow or Heidi Brandenburg within the first 15 – 30 minutes of an unplanned outage that results in a loss of service.
- ISG will update the project contact person every 60 minutes until problem is resolved.



Change Control

- ISG-initiated changes will be coordinated and approved by Project Engineer Tim Conrow
- Project Engineers will submit a ticket for all initiated changes affecting the server rebuild process
 - ISG will update rebuild process accordingly



Action Items

- Complete upgrade of network routers and switches by Nov. 7