

# Reflections on the JADE service

JADE Day 2024

**Dave Cable**

Associate Director, Infrastructure & Compliance  
STFC Hartree Centre



# Background - JADE1

**In service 2018-2020.**

Owned by Oxford University, supplied and supported by Atos Plc.

Hosted at the Hartree Centre. Limited frontline support (e.g. hardware fault reporting and user management) provided by Hartree.

- Service delivery as experienced by users did not meet expectations.
- Communications with JADE community RSEs likewise.
- Confusion over support routes and who was supposed to do what led to dissatisfaction for all parties.
- STFC costs of operation were not recovered.





# A fresh start

In January 2020, Oxford University and Hartree Centre began negotiations on a new service model for JADE2.

Goals were:

- Improved service delivery.
- Better governance and reporting.
- A service model that engaged fully with consortium RSEs.
- Clarity for the JADE community.
- (for STFC) A better deal on operational costs.

Over the next few months (during lockdown!) a collaboration agreement was drawn up and signed in August 2020.

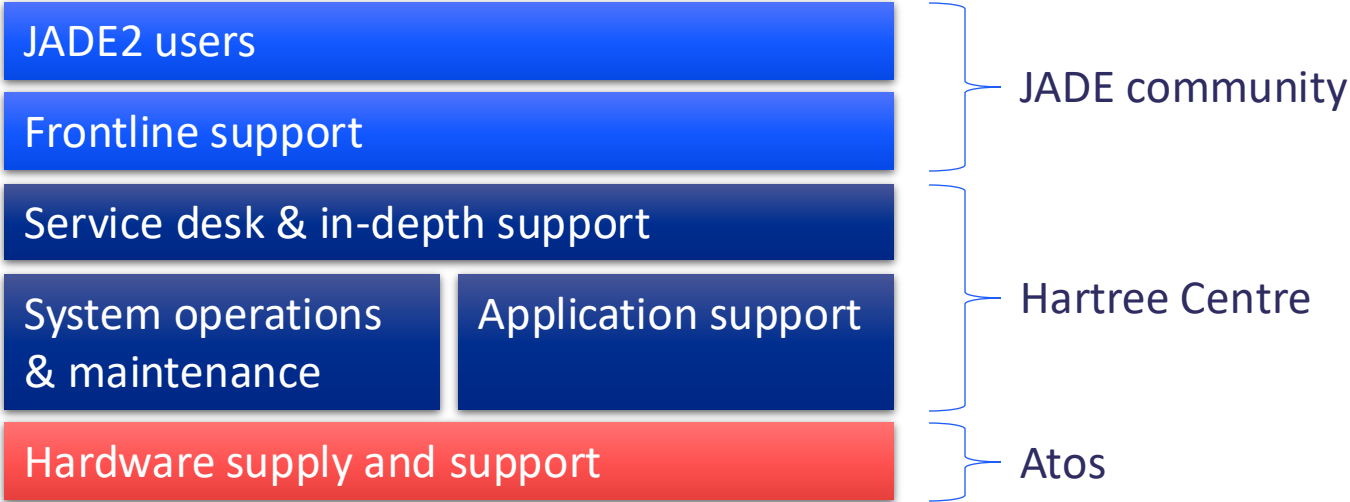


Hartree Centre



# The new model

## Service Operations



## Governance

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					J2 Ops - full	
					J2 Ops - reduced	

[This Photo](#) by Unknown Author is licensed under [CC BY-SA](#)

*It was originally intended to establish both a Steering Committee and a Service Operations Team. The Steering Committee never met as it was not required.*

# The new model

User management is performed using the existing Hartree Centre SAFE instance.

Users are required to create ssh public/private key pairs for access.

The expectation is that consortium RSEs deliver frontline support to their users, with only more in-depth queries being escalated to the Hartree Centre. These are managed through the centre's ServiceNow instance which provides service desk functionality and a KnowledgeBase.

There is also a website with user guide at [www.jade.ac.uk](http://www.jade.ac.uk). This is managed by Oxford University with contributions from across the JADE community.

A Teams site was established to which all consortium RSEs have access along with representatives from both Oxford University and STFC Hartree Centre.

The site has been used extensively for:

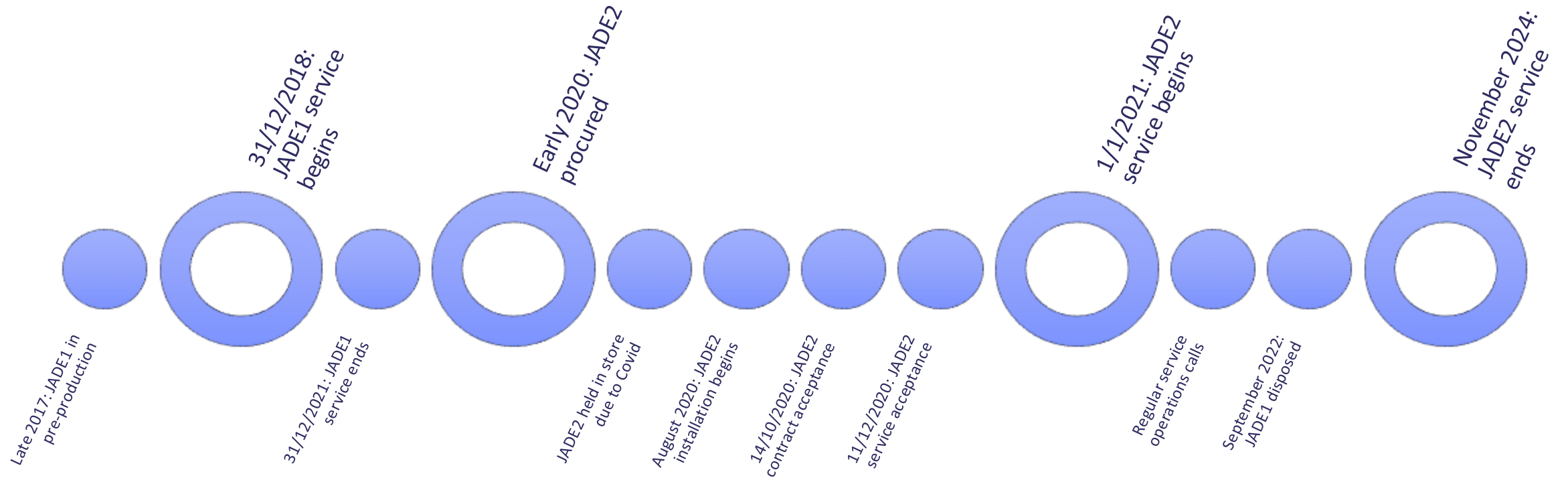
- Discussions regarding best practice and problem-solving;
- Information-sharing;
- File-sharing; and
- Reporting.

The site was also used to gather data and build service reports for EPSRC as the grant funding body.

**Oxford University own the machine. It is hosted and supported at STFC Daresbury Laboratory. The collaboration agreement describes all aspects of the JADE service provision, including those shown here, plus others related to quality of service, insurance, liability, governance etc.**



# Timeline



# JADE 2 - Utilisation

Number of project groups:

~330

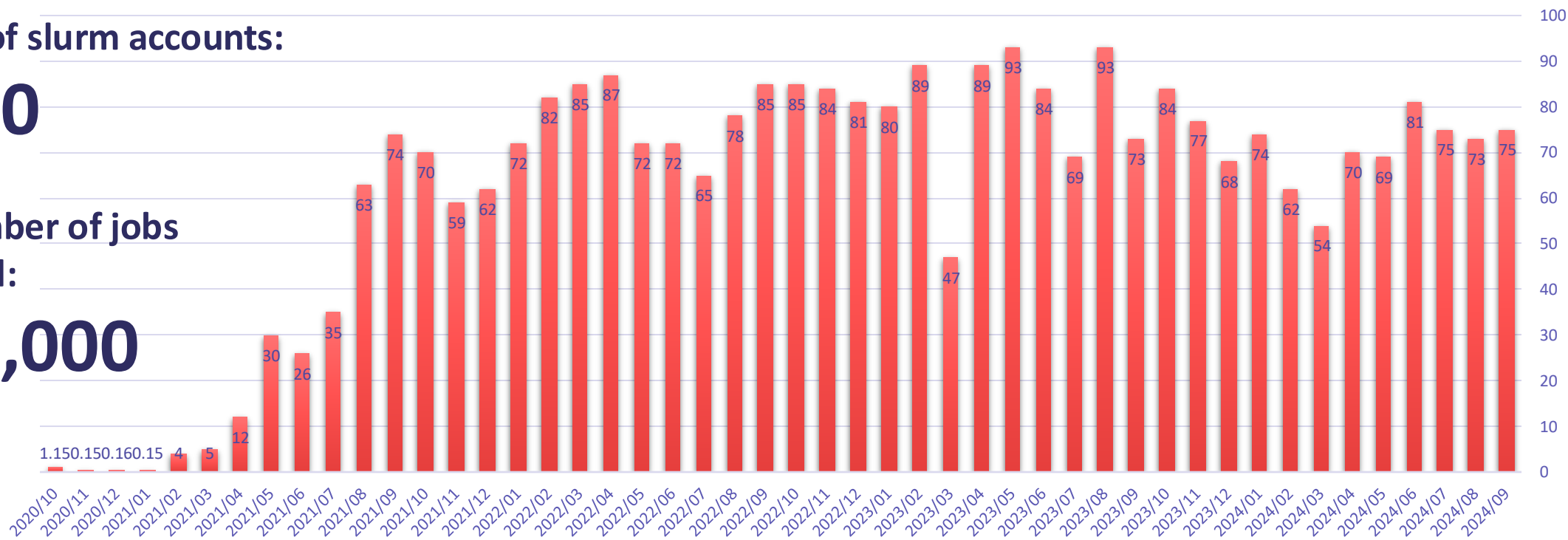
Number of slurm accounts:

~1140

Total number of jobs  
processed:

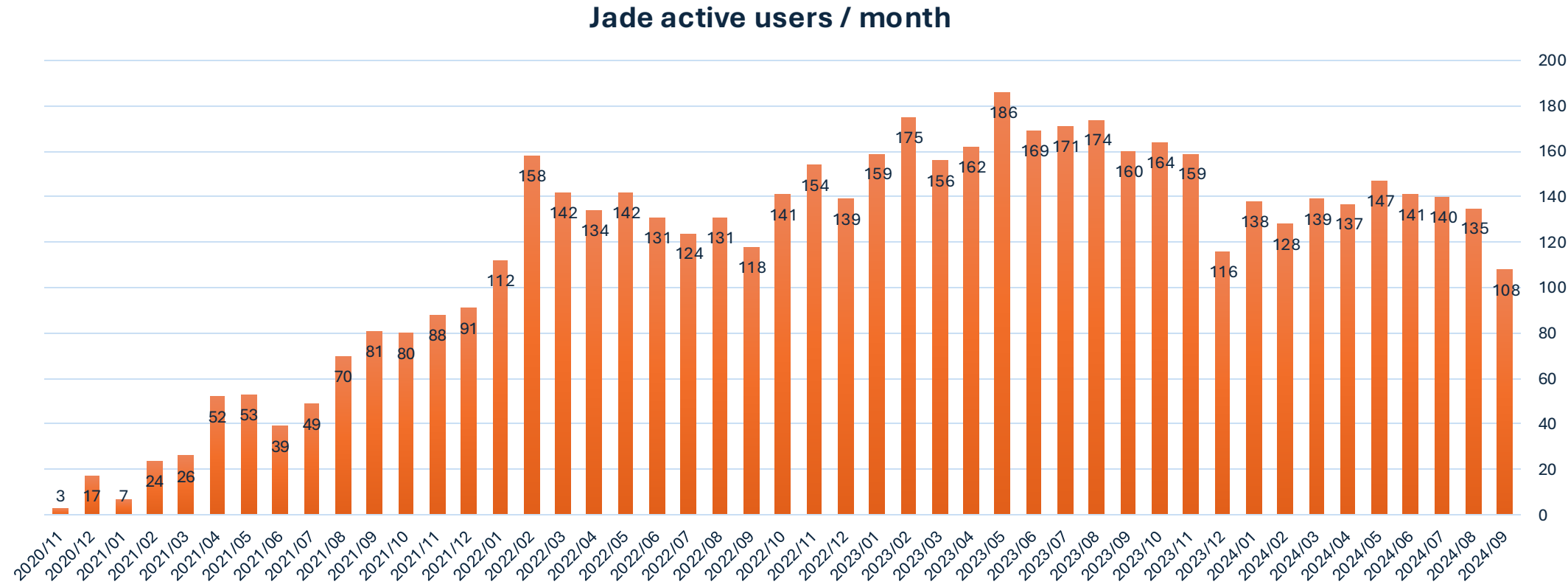
>700,000

Jade GPU Utilisation %



# JADE 2 – Active Users per Month

Number of unique user accounts who have submitted at least one job during each calendar month.

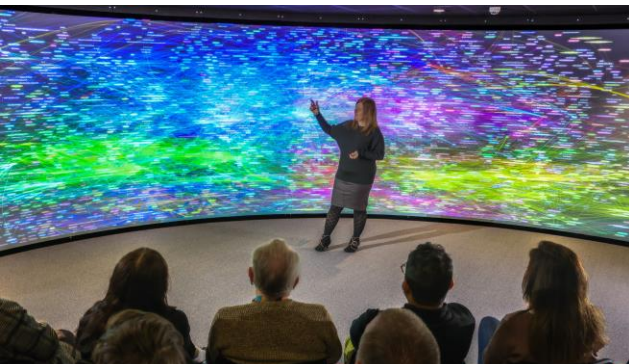




# Personal reflections

- The JADE2 system has enjoyed high utilisation throughout its service life.
  - Although Hartree Centre's usage of its agreed allocation did not meet expectations.
- The new model of service which moved operational support away from the supplier was beneficial to all parties.
- The formal collaboration agreement proved key to improving the quality of service.
- The less formal but nevertheless crucial collaboration across JADE stakeholders served to build a strong sense of community.
- This was underpinned by the regular meetings and the Teams site.
- Routine utilisation and storage reporting.
  - Two EPSRC reviews supported during the service life.
  - EPSRC acknowledged the strength of the JADE community.
- STFC Hartree Centre has benefitted by enhancing its reputation as a service delivery partner.

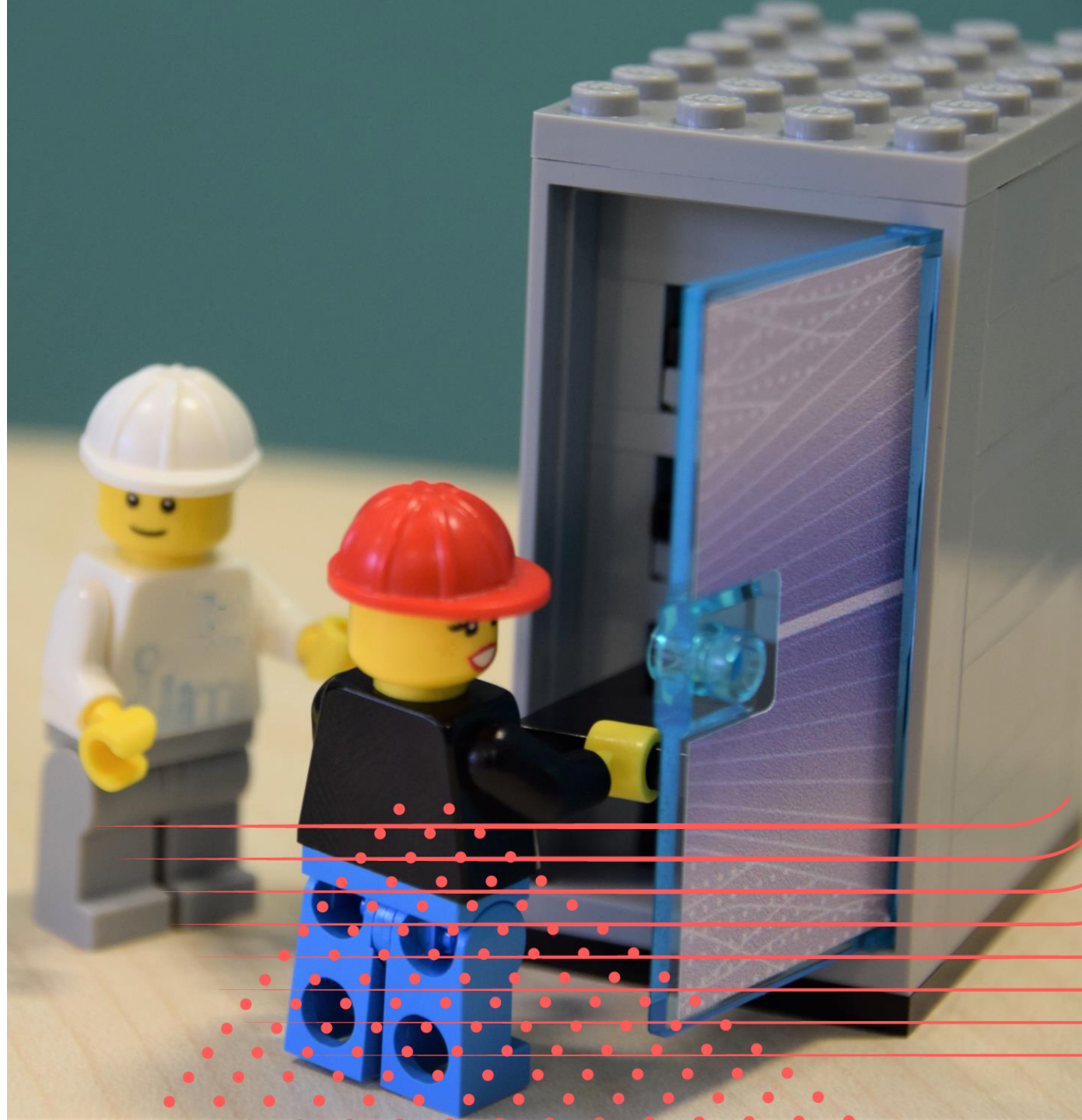
Thanks to everyone in the JADE community who contributed to making JADE such a successful service.



# JADE end of service

- From 1st September 2024: No new groups or user accounts will be provisioned on the system.
- From 1st November 2024: Batch and interactive access to all compute resources will be withdrawn.
- 6th January 2025: All access to the service will be withdrawn and physical decommissioning of the system will commence.

Vendor-based support for JADE's hardware components, including its primary storage appliance, is subject to a series of end dates from October 2024. Although it is intended that the system remains on-line through January 2025 for the retrieval of data, users are strongly encouraged to take copies of required files to a secondary location outside of JADE before October and to consider the service "at risk" from October.





Science and  
Technology  
Facilities Council

Hartree Centre

# Thank You

**Dave Cable**

david.cable@stfc.ac.uk