# Grid Dependability

Turning dependability of the grid from "art" into "science"

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University of Cyprus & EKEFE Demokritos March 28th, 2007

### 13/3/2005 @ 23:15



### Server Error

The server encountered a temporary error and could not complete your request.

Please try again in 30 seconds.

### citeseer 26/2/2007 - 15:26



#### The connection has timed out

The server at citeseer.nj.nec.com is taking too long to respond.

- The site could be temporarily unavailable or too busy. Try again in a few moments.
- If you are unable to load any pages, check your computer's network connection.
- If your computer or network is protected by a firewall or proxy, make sure that Firefox is permitted to access the Web.

Try Again

### arxiv.org 23/3/2007 - 17:56



### The connection has timed out

The server at arxiv.org is taking too long to respond.

- The site could be temporarily unavailable or too busy. Try again in a few moments.
- If you are unable to load any pages, check your computer's network connection.
- If your computer or network is protected by a firewall or proxy, make sure that Firefox is permitted to access the Web.

Try Again

### wikipedia.org 26/2/2007 - 15:52



### The connection has timed out

The server at en.wikipedia.org is taking too long to respond.

- The site could be temporarily unavailable or too busy. Try again in a few moments.
- If you are unable to load any pages, check your computer's network connection.
- If your computer or network is protected by a firewall or proxy, make sure that Firefox is permitted to access the Web.

Try Again

### citeseer 25/2/2007 - 13:04



CiteSeer.IST is temporarily unavailable. We apologize for any inconvenience.

Please try one of our mirrors at:

MIT
U. of Zurich
National U. of Singapore

### OGF registration 15/3/2007 - 14:54



#### An error has occurred.

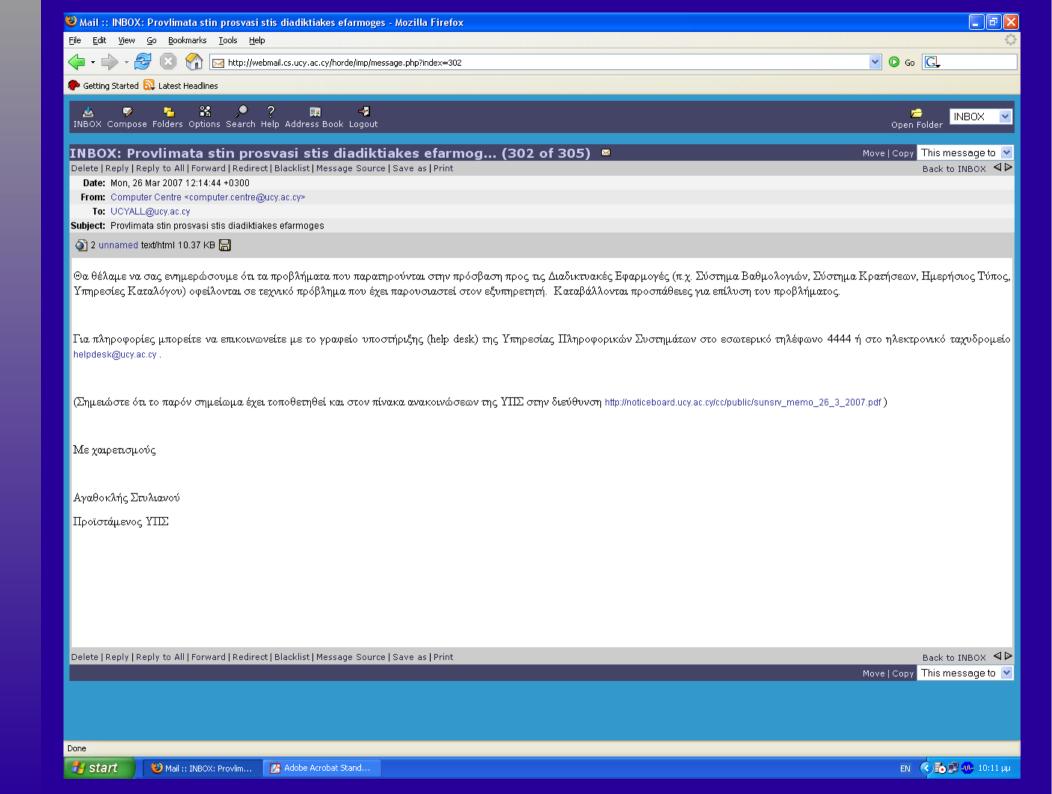
We apologize for this inconvenience. RegOnline has been notified and will work to fix this problem

### Please try the following:

- Click the back button and try again.
- Close your browser and try again.

#### Could you help us eliminate this error?...

Please click here to describe what you were doing when the error occurred.



## Any Questions?

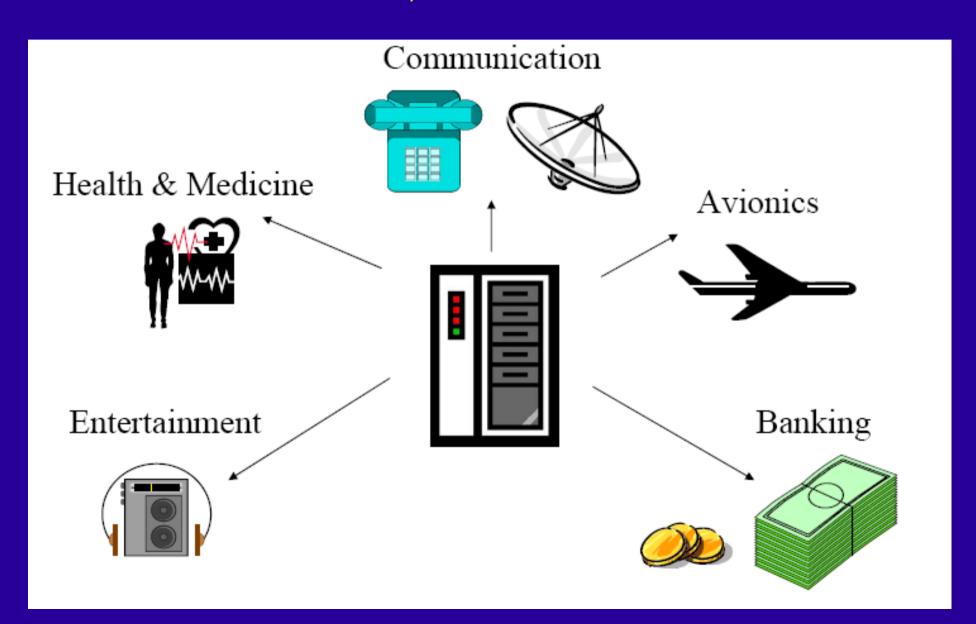


### What is Dependability?

Dependability is the ability to deliver service that can justifiably be trusted.

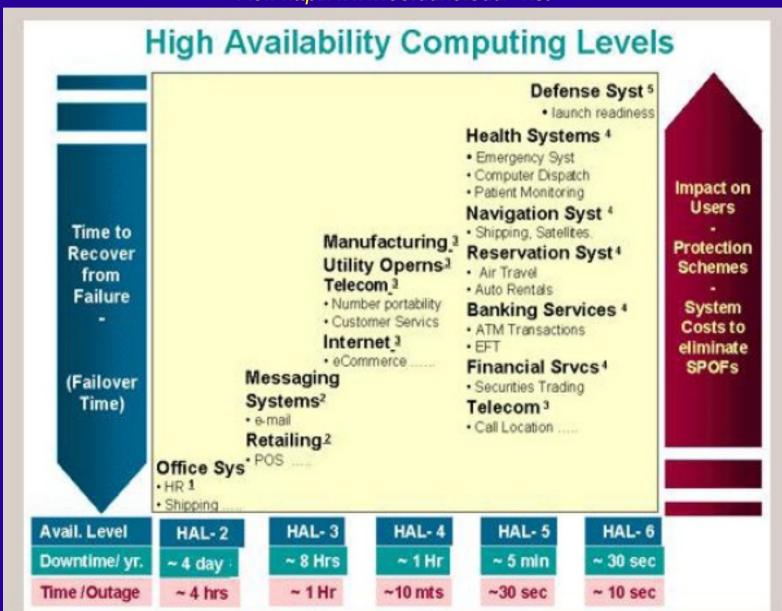
### Why Dependability in computing?

Ref. http://www.ee.duke.edu/~kst



### Varying levels of Dependability

Ref. http://www.ee.duke.edu/~kst



### Ultra-high-availability domains

- ◆ Critical reliability applications are applications which by virtue of their nature require exceptional reliability standards or, seek zero opportunities for downtime:

  >"6-nines" availability (less often than 10<sup>-6</sup>)
- Life-critical, long-life, safety critical domains
  - Aviation industry (aircraft control)
  - Space missions
  - Defense systems
  - Nuclear systems
  - Hospital and medical apparatus
  - Telecommunications for previous applications

### Grid: New frontiers for e-science

Ref. http://www.gridcafe.org/



## Grid: new problems, too!

Because of many chances for service failures



### Terminology of Dependability

- Lots of opportunity for learning new words!
  - Dependability, reliability, availability, safety integrity, maintainability, confidentiality, etc.
     Collectively referred as "-ilities" of a system
  - ◆ MTBF, MTTF, MTTR, RBD, FTA, FMEA, FMECA
- In the past, lack of standardization created confusion about exact terms' meaning, esp. frequent, improbable, remote events etc. Even these words are now precisely defined.
- ◆ We decided to comply with IFIP WG10.4 terminology and this is the standard we adhere to, during the current material.

Reference: IFIP Working Group 10.4

## Terminology of Grid Dependability

MTTF + MTTR = A system cycle of uptime and downtime

- ◆ MTTF: Mean Time to Failure
  An estimate of the average, or mean time
  until a design or component's first failure, or
  disruption in the operation of the product,
  process, procedure, or design occurs.
- ◆ MTTR: Mean Time to Recover The average time that a device will take to recover from a non-terminal failure. Useful measure of reliability by itself, in some applications or circumstances

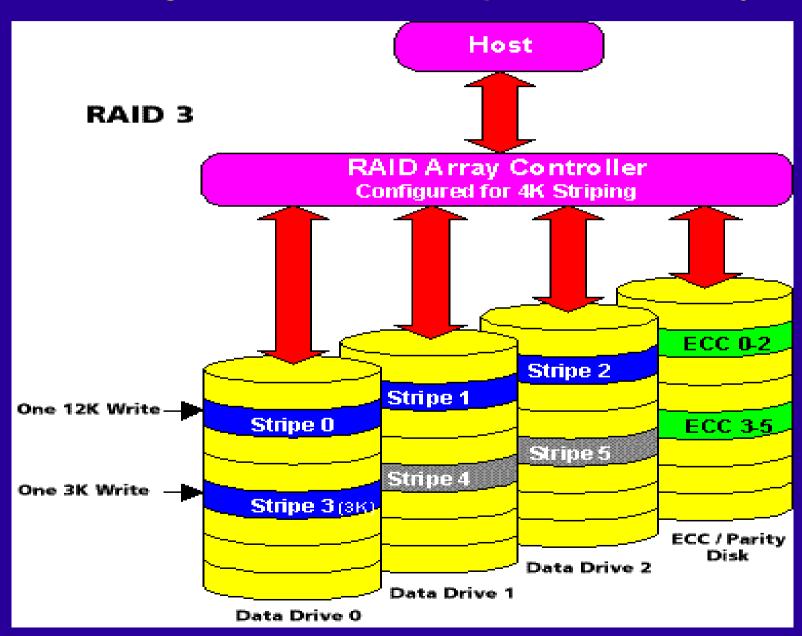
## Terminology of Grid Dependability: Availability

$$A = \frac{E[\text{Uptime}]}{E[\text{Uptime}] + E[\text{Downtime}]}$$

- ◆ In principle, A=MTTF/(MTTF+MTTR)
- Availability measures can vary:
  - Instantaneous
  - Limiting
  - Average
  - Limiting average
- Theoretical background has been laid by Barlow and Proschan [1975], Lie, Hwang, and Tillman [1977], and Nachlas [1998]

### Terminology of Grid Dependability:

Thinking of MTTF/MTTR concepts on a RAID array



### Grid Dependability vs Reliability

Enter definitions' war, danger zone

- Reliability has been used, so far, as an umbrella domain term and in a generic sense
- Reliability is also a precisely defined mathematical function (ITU-T Rec. E.800)
- ◆ To remove confusion...

  Dependability is the term which has been promoted recently as the domain umbrella term. Reliability is best be used only as the precisely defined mathematical function

Reference: IFIP Working Group 10.4

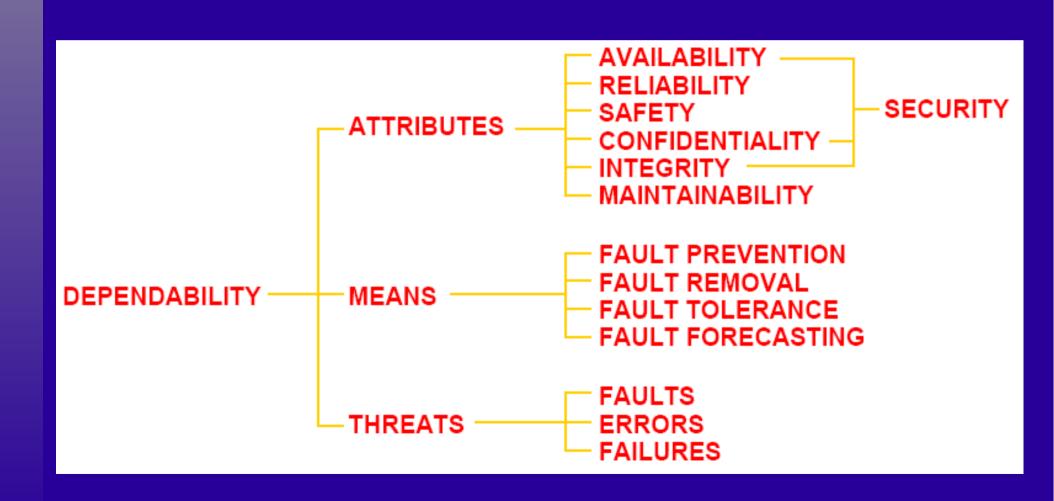
### Terminology: Dependability

- The collective term used to describe the availability performance and its influencing factors: reliability performance, maintainability performance and maintenance support performance" Quality concepts and terminology, part 1,: Generic Terms and definitions, Document ISO/TC 176/SC 1 N 93, Feb. 1992
- The extent to which the system can be relied upon to perform exclusively and correctly the system task(s) under defined operational and environmental conditions over a defined period of time, or at a given instant of time"

Industrial-Process Measurement and Control – Evaluation of System Properties for the Purpose of System Assessment, Part 5: Assessment of System Dependability, Draft, Publication 1069-5, Int'l Electrotechnical Commission (IEC) Secretariat, Feb. 1992

### IFIP WG10.4 Taxonomy

Ref. Fundamental Concepts of Dependability, Avizienis-Laprie-Randell



### Attributes of Dependability

- Availability: Readiness for correct service
- Reliability: Continuity of correct service
- Safety: Absence of catastrophic consequences on the user & the environment
- Confidentiality: the absence of unauthorized disclosure of information (security-oriented)
- Integrity: Absence of improper system alterations
- Maintainability: Ability to undergo modifications and repairs

Reference: "Basic concepts and taxonomy of dependable and secure computing", Avizienis-Laprie-Randell-Landwehr, IEEE Transactions on Dependable and Secure Computing, 2004

### Availability versus Reliability

- "Reliability is the ability of an item to perform a required function under given conditions for a given time interval"
- "Availability is the ability of an item to be in a state to perform a required function at a given instant of time or at any instant of time within a given time interval, <u>assuming that the external</u> <u>resources</u>, if required, are provided"

Reference: ITU-T Recommendation E.800

### Means to maintain Dependability

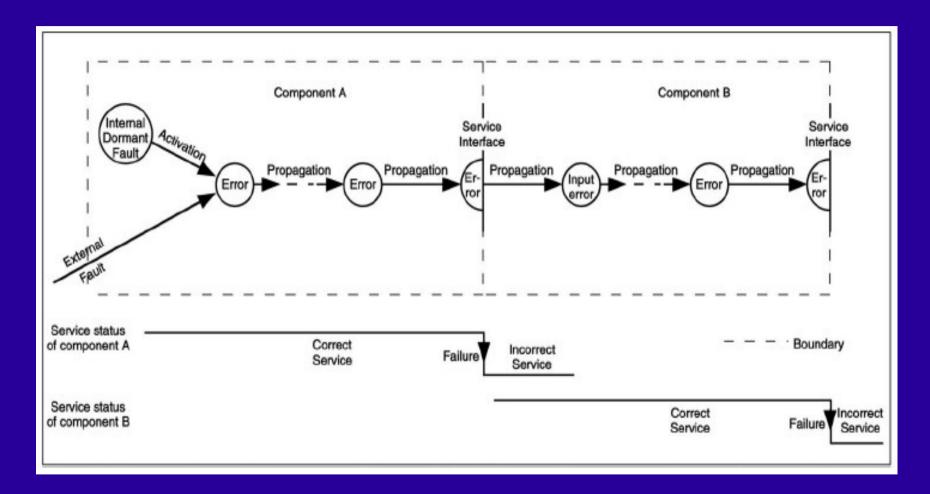
- Fault prevention:
   prevent the occurrence or introduction of faults
- ◆ Fault tolerance: avoid service failures in the presence of faults
- ◆ Fault removal: reduce the number and severity of faults
- Fault forecasting:
   estimate the present number, the future
   incidence & the likely consequences of faults

Reference: "Basic concepts and taxonomy of dependable and secure computing", Avizienis-Laprie-Randell-Landwehr, IEEE Transactions on Dependable and Secure Computing, 2004

### Faults => Errors => Failures

- Fault is the adjudged or hypothesized cause of a system malfunction; it can be internal or external, dormant or active.
- Error is a deviation from the correct service state for a system or a subsystem.
- ◆ Failure is the transition event that occurs when the delivered service deviates from the correct service state to an unwanted state.
- A software-system security-vulnerability is an internal dormant fault, that can cause an error during system run-time and result into failure.

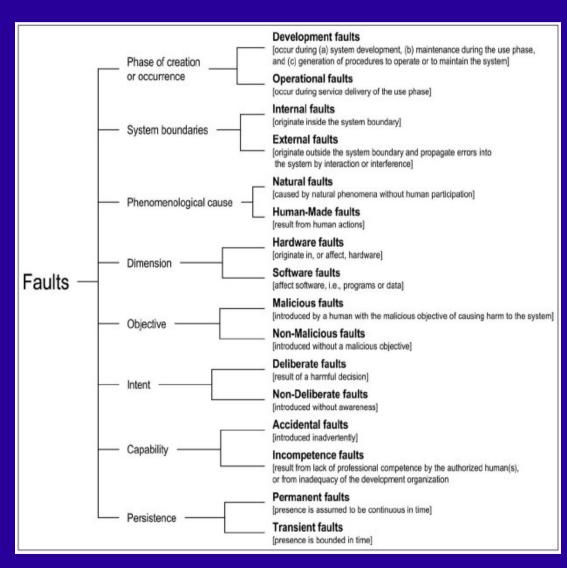
### Propagation of faults in a system



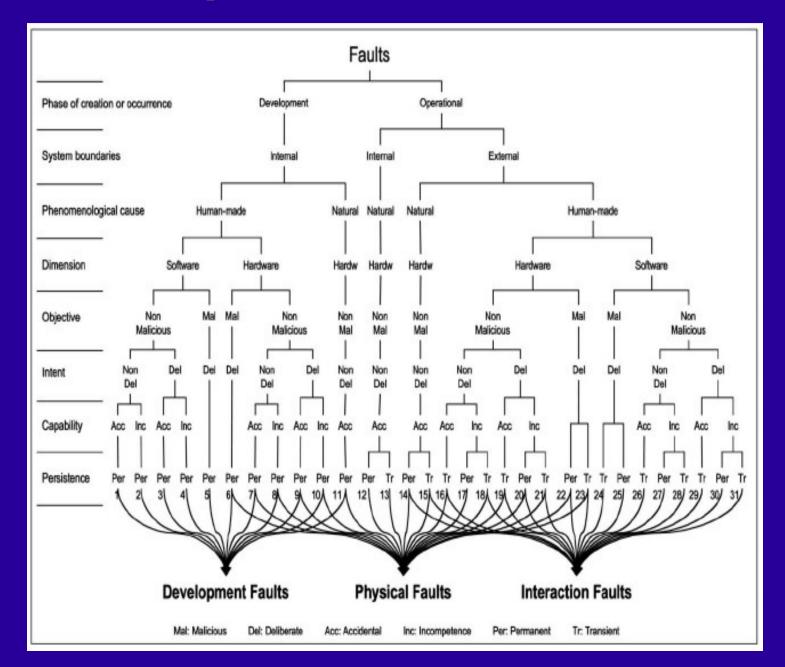


### Fault Classes

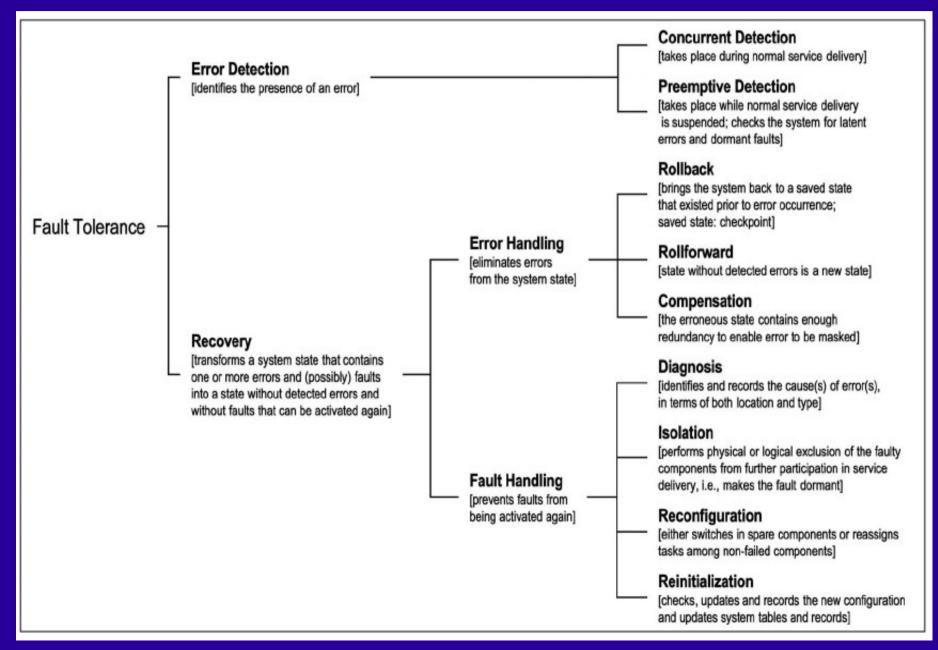
- Occurrence Phase
- System boundaries
- Natural or Human
- Dimension
- Objective
- Intent
- Capability
- Persistence



### Tree representation of faults



### Fault Tolerance techniques



### Probabilistic Risk Assessment tools:

FTA, FMEA, FMECA, PRN, ETA, ESD...

- Fault Tree Analysis (FTA)
   consequence-to-causes type of analysis
- Failure Mode and Effect Analysis (FMEA) cause-to-consequences type of analysis
- Failure Mode, Effect and Criticality Analysis (FMECA. As above, accounting for criticality.
- Priority Risk Number,
- Event Tree Analysis,
- ◆ Event Sequence Diagrams, there are more...

## Existing work in Dependability

### Taxonomy of research approaches

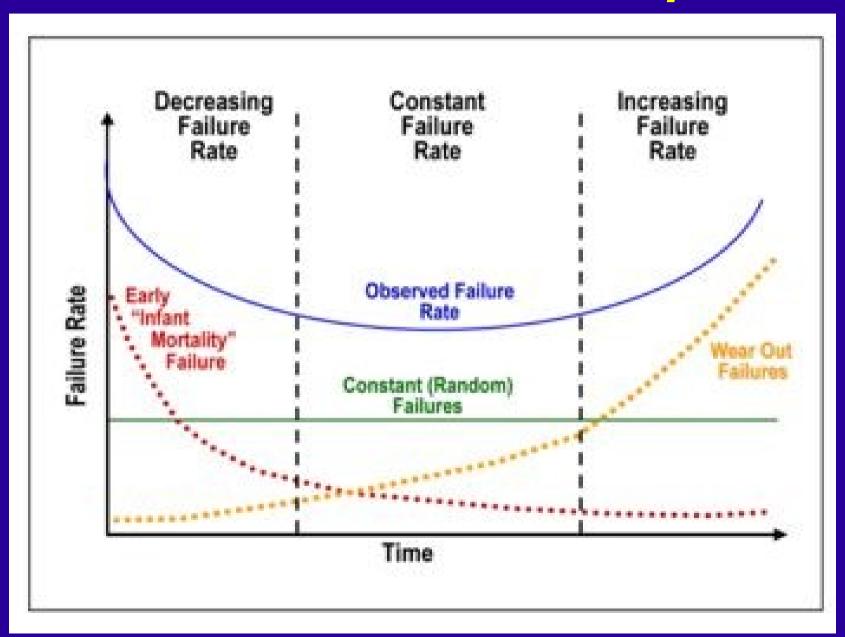
as a result of a studying ~60 papers!

- 1. Hardware vs Software oriented
- 2. Design (static) vs Adaptive (dynamic)
- 3. MTTF (PRA) vs MTTR (ROC)
- 4. Availability vs Performance oriented (or just handled together, as Performability)
- 5. Tools (Methods, Software, Techniques)
- 6. Service Level Objectives or Agreements
- 7. Reports on errors and failure sources
- 8. Theoretical approaches
- All papers have been systematically classified according to these categories.

## Taxonomy of research approaches: By Scope

- Systems Engineering (generic)
- Computer Systems
- Internet, networked or distributed systems
- Grids

### Bathtub curve: a fact to cope with



## Tools for PRA and more SHARPE 200x – Trivedi et al

Model Type	Dependability	Performance	Performability
Fault tree (FT)	X		
Multistate fault tree	X		
RBD	X		
Reliability graph (RG)	X		
Markov chain	X	X	X
Semi-Markov chain	X	X	X
MRGP	X	X	X
GSPN	X	X	X
Stochastic reward net	X	X	X
PFQN		X	
MPFQN		X	
Task graph		X	
Phased-Mission systems	X		

## Tools for PRA and more SHARPE 200x – Trivedi et al

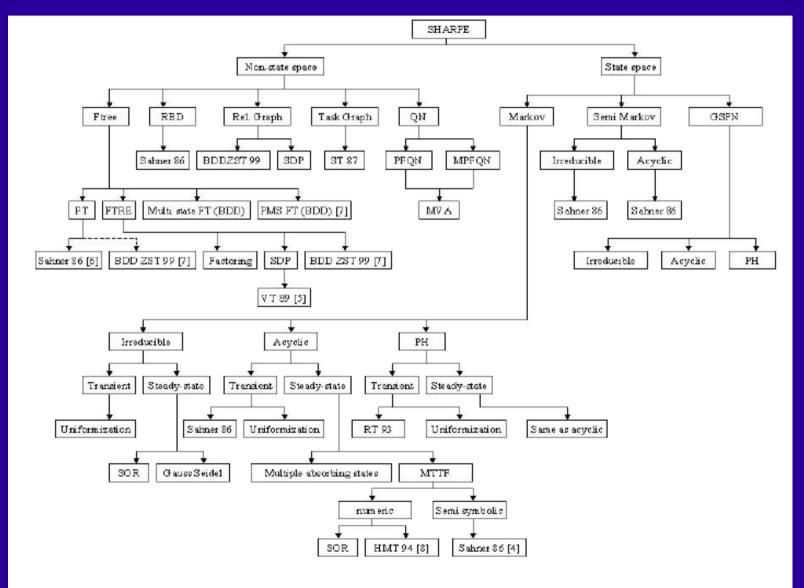


Fig. 1. Description of the SHARPE structure

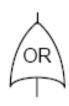
# Probabilistic Risk Assessment: the Fault Tree Analysis tool

#### The Logic Symbols



TOP Event – forseeable, undesirable event, toward which all fault tree logic paths flow,or Intermediate event – describing a system state

produced by antecedent events.



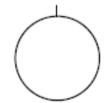
"Or" Gate – produces output if any input exists. Any input, individual, must be

(1) necessary and (2) sufficient to cause the output event.

Most Fault Tree Analyses can be carried out using only these four symbols.



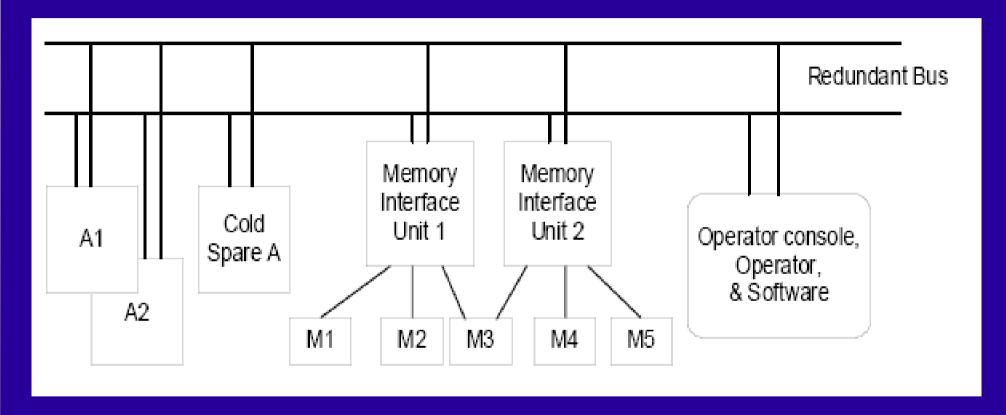
"And" Gate – produces output if all inputs co-exist. All inputs, individually must be (1) necessary and (2) sufficient to cause the output event



Basic Event – Initiating fault/failure, not developed further. (Called "Leaf," "Initiator," or "Basic.") The Basic Event marks the limit of resolution of the analysis.

**Events** and **Gates** are **not** component parts of the system being analyzed. They are symbols representing the logic of the analysis. They are bi-modal. They function flawlessly.

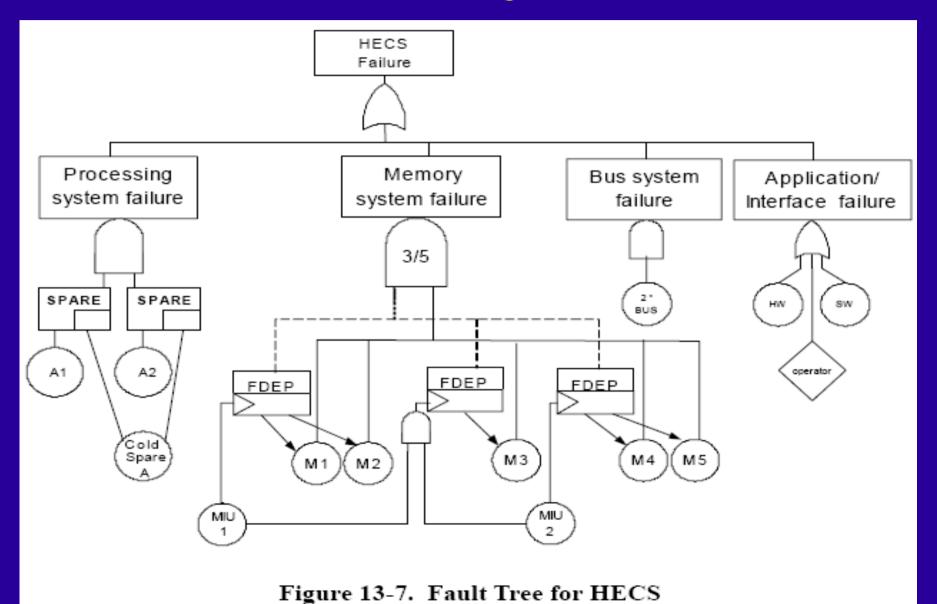
# HECS: A reference "Hypothetical Example Computer System"



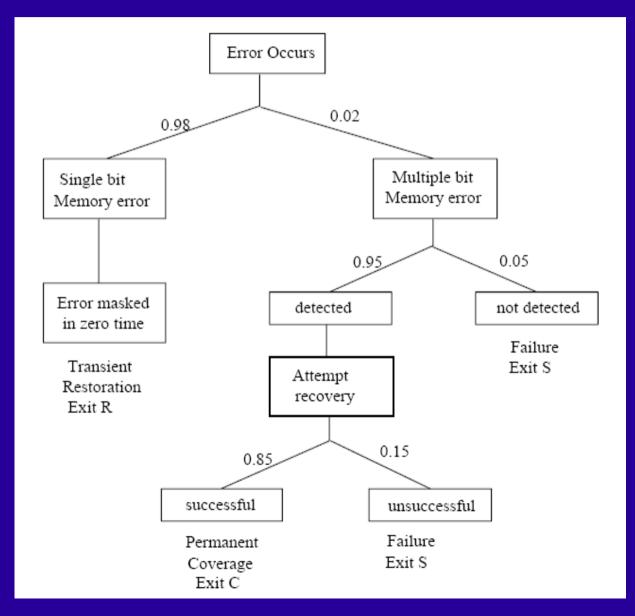
 HECS has a few redundant components; typical of those used in space missions

Reference: NASA Fault Tree Handbook with Aerospace Applications, 2004, pp 167

# Probabilistic Risk Assessment: Fault Tree Analysis for HECS



# Probabilistic Risk Assessment: Example from HECS memory



- All digital
   memory is well
   known of
   "missing bits"
- ◆ It has been shown that both normal DRAM & ECC-capable commercial chips to have >10-6 fault rate, per Gb per hour!

## Probabilistic Risk Assessment: Accumulation of HECS Errors

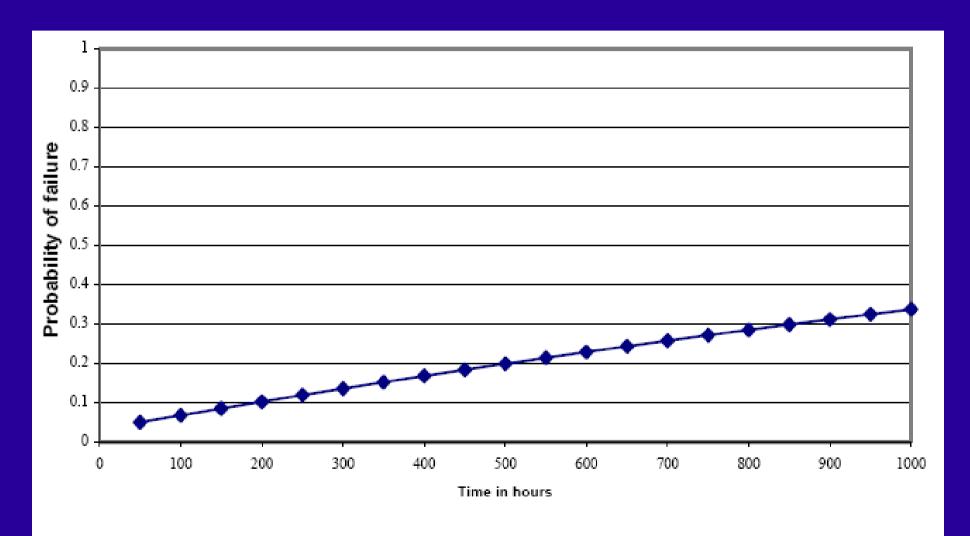


Figure 13-11. Unreliability for HECS

#### Reliability Block Diagrams (RBD)

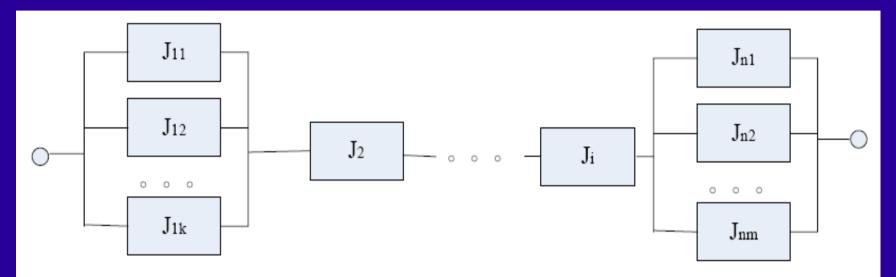


Fig. 2. RBD model for task analysis

$$R(t) = \left[1 - \prod_{l=1}^{k} (1 - e^{-\lambda_{ll}P(1l)})\right] e^{-\lambda_{2}P(2)} \dots e^{-\lambda_{i}P(i)} \left[1 - \prod_{l=1}^{m} (1 - e^{-\lambda_{nl}P(nl)})\right]$$
(3)

where  $\lambda_{ij}$  is failure rate of the j-th copy of i-th job element.

Note the parallel and series configuration

## Why do Computers Stop and What Can Be Done About It?

Jim Gray (1985)

- ◆ A example ninety minute outage from a simple fault in 10 days translates to 99.6% availability. Sounds "wonderful", but not for hospital patients. An 1.5 hour outage every ten days is unacceptable.
- Require systems which virtually never fail
   => TANDEM NONSTOP systems did this;
   more than two orders of magnitude better
   than conventional designs

# Why do Computers Stop and What Can Be Done About It? Jim Gray (1985)

System Failure Mode	Probability	MTBF in years
Administration Maintenance: Operations Configuration	42ዩ 25ዩ 9ዬ (?) 8ዬ	31 years
Software Application Vendor	25% 4% (?) 21%	50 years
Hardware Central Disc Tape Comm Controllers Power supply	18% 1% 7% 2% 6% 2%	73 years
Environment Power Communications Facilities	14% 9% (?) 3% 2%	87 years
Unknown	3%	
Total	103%	11 years

Table 1. Contributors to Tandem System outages reported to the vendor. As explained in the text, infant failures (30%) are subtracted from this sample set. Items marked by "?" are probably under-reported because the customer does not generally complain to the vendor about them. Power outages below 4 hours are tolerated by the NonStop system and hence are under-reported. We estimate 50% total under-reporting.

#### Recovery Oriented Computing (ROC)

Patterson, Fox, Traupman et al. (2002)

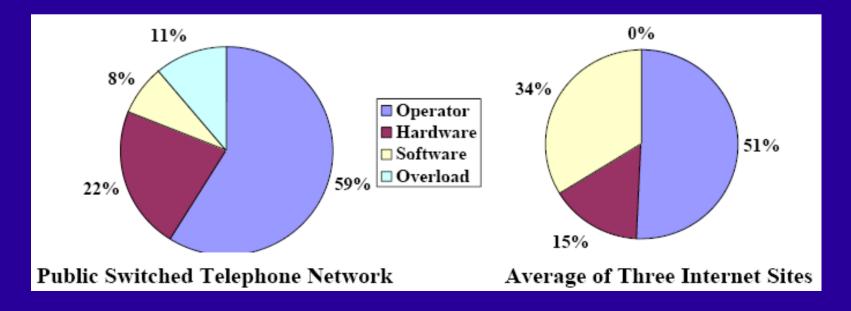
- Patterson et al projected the belief that "hardware faults, software bugs and operator errors are facts to be coped with, not problems to be solved"
- So, they suggest to target services over network: Internet/enterprise services
- Concentrate on MTTR:
  - Reduce recovery time
  - Achieve higher availability

Ref: "ROC: Motivation, Definition, Techniques, and Case Studies", Patterson et al, CSD-02-1175, 2002

#### Recovery Oriented Computing (ROC)

Patterson, Fox, Traupman et al. (2002)

- Well-managed servers achieve 99%, hours of downtime per year. Each hour is costly:
  - \$200,000 per hour for Internet services (Yahoo!)
  - \$6,000,000 per hour for a stock brokerage firm
- Causes of Downtime: leader = operator



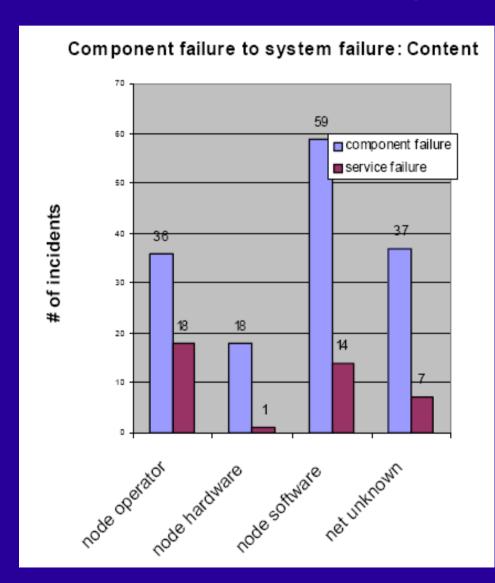
## Why do Internet services fail and what can be done about it?

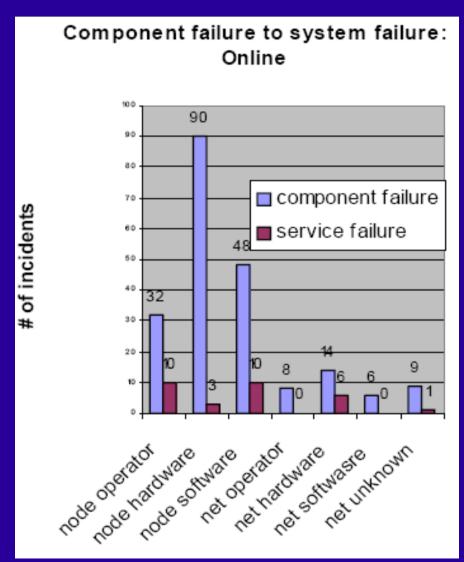
Patterson, Ganapathi, Oppenheimer (2003)

- Operator errors are largest cause of failure
- Operator error is also the largest contributor of time to repair (MTTR)
- Configuration errors are the largest category of operator errors
- Failures in custom-written front-end software are significant
- More extensive on-line testing, more thoroughly exposing and detecting component failures => reduce failure rates

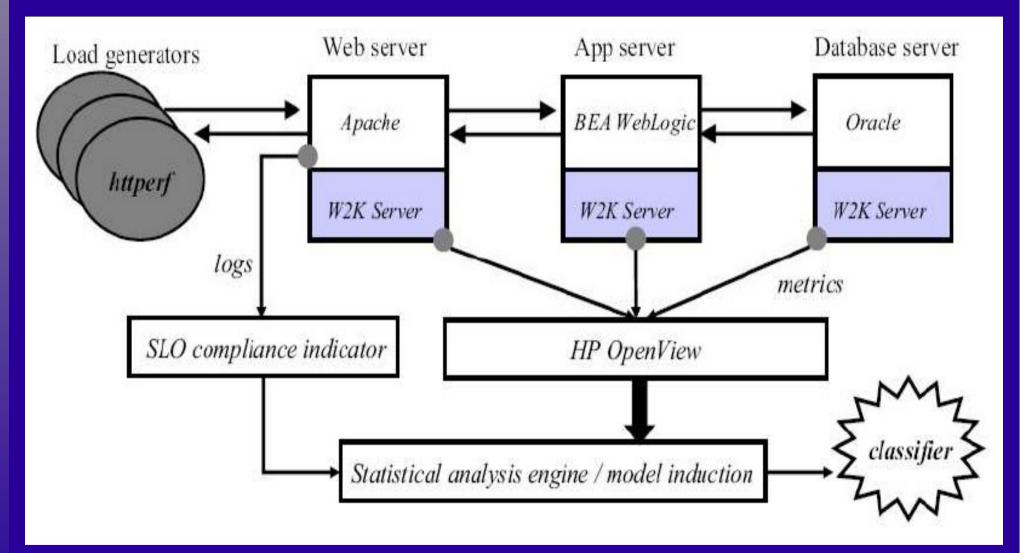
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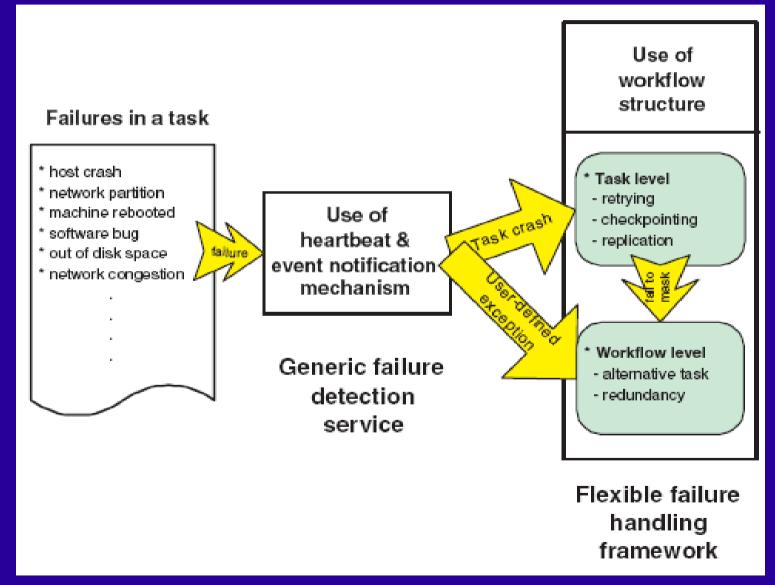




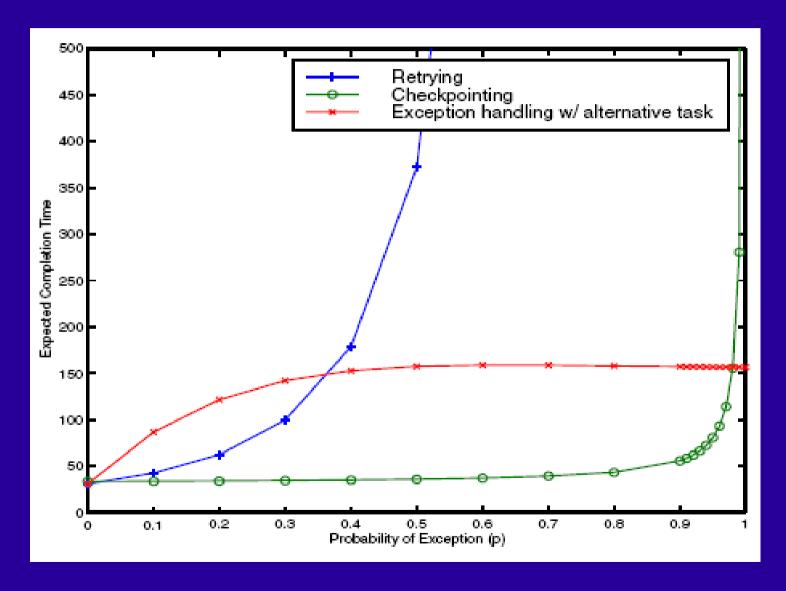
#### Service Level Objectives, Agreements (SLAs) and more...



# A Failure Detection & Handling Framework tool: Grid WorkFlow

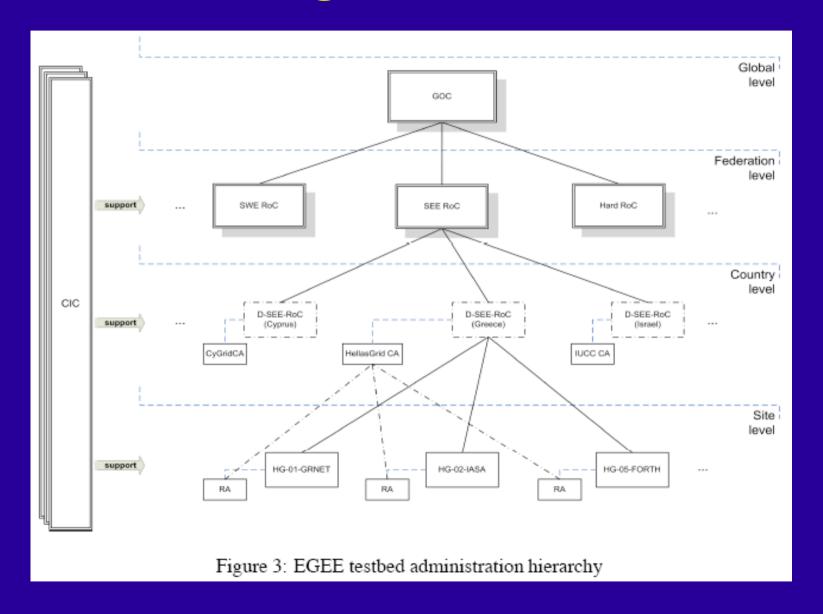


## A Failure Detection & Handling Framework tool: Grid WorkFlow

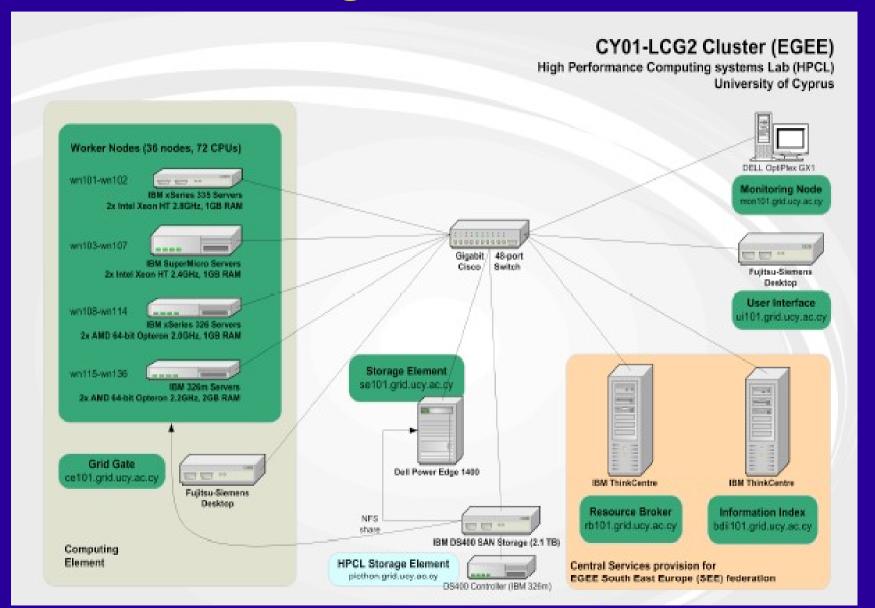


Ref: Grid Workflow: A Flexible Failure HandlingFramework for the Grid, Hwang and Kesselman, 2003

#### Failures in a grid instance: EGEE

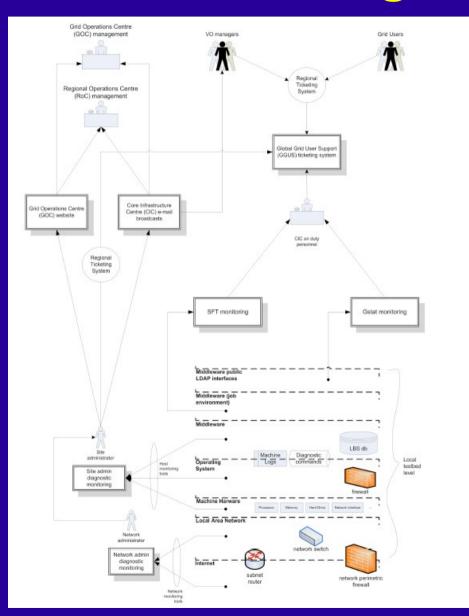


#### Failures in a grid instance: EGEE



Ref: Failure Management in Grids: The Case of EGEE, Neocleous-Dikaiakos-Fragopoulou-Markatos, CoreGRID Technical Report TR-0055, 2006

#### Failures in a grid instance: EGEE



- Current grid monitoring happens at many different levels, with tools that don't communicate well with each other
- Sysadmins & users have to cope with it
- Need for higher-level representation of failures, automation of diagnosis & correction

#### Grid Dependability: Open problems

- Apthorpe (and others) have suggested that PRA tools, Configuration Management and Monitoring are complementary techniques. To what extend should each be applied?
- Deploy PRA tools for security as well!
- Analyze common Internet Protocols in grid implementations (IP, NTP, DNS & LDAP)
- Model process failure in OSs and Networks
- Use PRA and UML, in favor of a Common Risk Assessment Notation or Language

#### Grid Dependability: More issues

- Solve the optimal allocation of resources problem, in the presence of grid failures
- Understand Grid Information Systems; a lot of relevant work has been done in Distributed Systems; what is applicable?
- Fault masking; in particular, we must avoid the sink-hole effect at the scheduling level

#### Q & A



### Research Methodology:

- grid AND reliability
- grid AND dependability
- grid AND fault-tolerance
- Internet services AND reliability
- Internet services AND dependability
- Internet services AND fault-tolerance
- high-availability
- recovery oriented computing
- autonomic computing
- dependable and secure computing
- self healing systems
- self repairing systems
- computing systems reliability
- fault tolerant computing

## Research Methodology: INFORMATION SOURCES (SEARCH ENGINES)

- University of Cyprus Library http://library.ucy.ac.cy/
- Collection of Computer Science Bibliographies http://liinwww.ira.uka.de/bibliography/index.html
- Google scholar http://scholar.google.com
- Citeseer http://citeseer.ist.psu.edu/
- Scopus http://www.scopus.com/scopus/home.url
- Web Of Science http://access.isiproducts.com/wosnochem
- SpringerLink Books http://www.springerlink.com/books
- ACM Portal Search http://portal.acm.org/portal.cfm
- IEEE Xplore http://ieeexplore.ieee.org/Xplore/dynhome.jsp

## Research Methodology: INFORMATION SOURCES (SEARCH ENGINES)

- Cambridge CSA-Illumina http://www.csa1.co.uk/htbin/dbrng.cgi?username=cyp& access=cyp845&db=computer-set-c&adv=1
- DBLP.uni-trier.de http://dblp.uni-trier.de/
- Wiley Interscience http://www.interscience.wiley.com/
- arxiv.org http://arxiv.org/
- Web Of Science by EKT http://wos.ekt.gr/
- ScienceDirect http://www.sciencedirect.com
- Springer http://www.springer.com
- Google Books http://books.google.com/
- Karlsruhe Virtual Catalogue (KVK) http://www.ubka.uni-karlsruhe.de/hylib/en/kvk.html

## Research Results: RESEARCH GROUPS, WORKING GROUPS & CONSORTIUMS

- @ Berkeley/Stanford Recovery Oriented Computing group, Patterson David, Armando Fox et al http://roc.cs.berkeley.edu/
- @ IFIP WG 10.4, INTERNATIONAL FEDERATION FOR INFORMATION PROCESSING, DEPENDABLE COMPUTING AND FAULT TOLERANCE, Avizienis, Laprie, Randell, Landwehr, Hiltunen, Lala, Iyer, Schilchting, Trivedi et al http://www.dependability.org/wg10.4/
- @ Duke University, KS Trivedi et al (S/W TOOL: SHARPE 2002) - http://www.ee.duke.edu/~kst/
- @ OGF, GRID-RL WG: Geoffrey Fox, Christopher Dabrowski et al - https://forge.gridforum.org/sf/projects/gridrel-rg
- @ Sun Labs: Joe Higgins, Robert Sewell http://research.sun.com/
- @ HP Labs: Armando Fox, M. Goldszmidt, R. Powers, D. Milojicic (OGF::CDDLM-WG) et al http://www.hpl.hp.com/

## Research Results: RESEARCH GROUPS, WORKING GROUPS & CONSORTIUMS

- @ Microsoft Research: Jim Gray, C .van Ingen et al http://research.microsoft.com/
- @ Indiana University, Y.S. Dai, R. Raje, L. Xing, M. Xie, K.L. Poh
   http://www.cs.iupui.edu/~ydai/Regrid/Improvement.htm
- @ hust.edu.cn: Xuanhua Shi, Hai Jin, Weizhong Qiang and Deqing Zou - http://grid.hust.edu.cn/xhshi/
- @ ReGrid: KS Trivedi, YS Dai, M. Xie, KL Poh, G Fox, G Levitin http://www.regrid.org
- COREGRID (CONSORTIUM) 2004-2007 http://www.coregrid.net/
- ASSESSGRID (CONSORTIUM) http://www.assessgrid.org
- Levitin, G http://iew3.technion.ac.il/~levitin/ (mostly power-related, but still interesting and relevant due to YS Dai affiliation)
- More Researchers: G Alonso, D. Gannon, Shunji Osaki et al

### Research Results: RELEVANT PROFESSIONAL ORGANIZATIONS

- ◆ IFIP http://www.ifip.org
- ◆ IFIP/WG10.4 http://www.dependability.org/
- OGF/GGF http://www.ogf.org
- ◆ IEEE http://www.ieee.org
- ◆ ACM http://www.acm.org
- USENIX http://www.usenix.org
- ◆ SAGE http://www.sage.org
- ◆ LOPSA http://www.lopsa.org

- RAMS: Annual Reliability and Maintainability symposium http://www.rams.org/
- International Symposium on Fault Tolerant Computing Systems (FTCS) - http://www.dependability.org/
- OGF19/GGF16 http://www.ogf.org/OGF20/events\_ogf20.php
- USENIX::LISA 1986-2007 http://www.usenix.org/events/lisa06/
- USENIX::WORLDS 2004-2005 http://www.usenix.org/events/worlds04/
- ◆ USENIX::HOTDEP 2005-2007 http://hotdep.org/
- USENIX::OSDI 1994-2006 http://www.usenix.org/events/bytopic/osdi.html
- ◆ IEEE/IFIP::DSN 2000-2007 (+IPDS-2002) http://www.dsn.org/
- ◆ IEEE::IPDPS 1996-2006 http://www.ipdps.org/
- ◆ IEEE::HPDC 1991-2007 http://www.hpdc.org/

- ◆ IEEE::CCGRID 2001-2007 http://ieeexplore.ieee.org/xpl/conhome.jsp?punumber=1000093
- ◆ IEEE/ACM GRIDCOMPUTING 2000-2007 http://www.gridcomputing.org/
- ◆ IEEE/ACM::International Conference on Autonomic Computing ICAC http://www.autonomic-conference.org/
- IEEE::SRDS Reliability in Distributed Software http://www.informatik.uni-trier.de/~ley/db/conf/srds/index.html
- IEEE::RAMPDS-2005 Reliability and Autonomic Management In PDS
  - http://www.cs.iupui.edu/~ydai/RAMPDS05/RAMPDS05.htm
- ACM/IFIP/USENIX International Middleware Conference (Middleware)
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