

EGI.eu

OLA Performance Report

|  |  |
| --- | --- |
| **Title** | EGI.eu OLA – performance report |
| **Provider** | KIT |
| **Service** | Incident Management Helpdesk |
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| **Audience** | EGI.eu Operations  operations@egi.eu |
| **Purpose** | Report on performance of the service |
| **Period** | 2015 May - 2015 October |
| **Related agreements** | <https://documents.egi.eu/document/2456> |
| **Document Link:** | <https://documents.egi.eu/document/2596> |

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*-------REMOVE BEGIN--------*

*Report should be short and concisely. Its goal is to support decision making. If there were no issues and services were delivered according to agreements with no OLA violations, please simply put a general comment that services were delivered according to agreements and the figures versus targets..*

*If there were issues, please explain briefly and concisely, in a way designed to show how they were or will be addressed. Greater discussion would likely to be covered in a dedicated report on the issue/violation (e.g. as part of the escalation procedure) or as part of a greater service review.*

*-------REMOVE END--------*

# Effort

*-------REMOVE BEGIN--------*

*Please provide effort (PM) spent by each partner during the whole reporting period.*

*-------REMOVE END--------*

# General overview of Activity in the period

*-------REMOVE BEGIN--------*

*Short prose overview of what happened in the period. Things went well? There were problems but they were addressed? There were significant problems that persist and must be dealt with?*

*-------REMOVE END--------*

# Performance againSt Service Targets

*-------REMOVE BEGIN--------*

*Show performance against target specified in relevant EGI.eu OLA at specified interval, as for an annual report but with targets that are calculated monthly, for each target six figures showing each monthly performance.*

*-------REMOVE END--------*

The following table shows performance against targets:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Service level parameter** | **Target** | **M1 average** | **M2 average** | **M3 average** | **M4 average** | **M5 average** | **M6 average** |
| **Availability** |  |  |  |  |  |  |  |
| **Reliability** |  |  |  |  |  |  |  |
| **Support priority** |  |  |  |  |  |  |  |
| **[Other parameter]** |  |  |  |  |  |  |  |

# Issues arising in the period

*-------REMOVE BEGIN--------*

*Explain issues, such as OLA violations or other problems in performance. Also consider other events that may not lead to violations, such as planned downtime, or problems in services there is a dependency on.*

*-------REMOVE END--------*

# Measures planned

*-------REMOVE BEGIN--------*

*Explain measures planned to mitigate issues in this period.*

*-------REMOVE END--------*

# Foreseen activities and changes

*-------REMOVE BEGIN--------*

*Note upcoming activities or changes impacting the service and OLA that are the subject of this report. For instance planned ending or renegotiation of the agreement or planned major upgrades to the service, new activities.*

*-------REMOVE END--------*