

Data source: GGUS report generator
Report author: operations@egi.eu

Documentation: Quality of Support target description

Medium M					Operations tools Quality of Support report					
Apple Accounting repositories and portal Accounting repositories and portal Accounting Portal Accounti	GGUS SU	Core Service/Activity	QoS level				2016-12	2016-11	2016-10	2016-09
Accounting Portal Accounting repositories and portal Accounting repositories for the long tail of science for the long tail of the lon	Apel		Madium	less urgent				0.02	0.18	0.04
Medium M		Accounting repositories		urgent						0.02
Accounting Portal Accounting repostories and portal Accounting Portal Accounting repostories and portal Accounting repostories and portal Activities and services for the long tail of science Activities and services for the long tail of science Activities and services for the long tail of science Activities and services for the long tail of science Activities and services for the long tail of science Activities and services for the long tail of science Activities and services for the long tail of science Activities and services Application DB Applic		• .	ivieuluiii	very urgent						
Accounting Portal and portal an				top priority						0.14
Activities and services Resource Allocation for the long tail of science f			Medium	less urgent				0.06	0.1	0.03
Resource Allocation Activities and services for the long tail of science Medium Less urgent	Accounting Portal	= :		urgent						
Resource Allocation Activities and services for the long tail of science Medium Iess urgent Image: Common top priority Image: Common t				very urgent						
Resource Allocation Activities and services for the long tail of science Medium Mediu				top priority						
Resource Allocation for the long tail of science Medium Urgent		for the long tail of	Medium	less urgent						
Medium Science Medium	Resource Allocation			urgent						
AppDB										
Apple Application DB Medium urgent top priority 0.05 EGI Collaboration tools Collaboration tools Medium less urgent 0.02 EGI Collaboration tools Collaboration tools Medium less urgent 0.02 Catania Science Gateway CSGF Medium less urgent 1.00 Catania Science Gateway CSGF Medium urgent 1.00 LeGRANT services hosting and technical operations Medium urgent 1.00 LEG3 EC3 Medium less urgent 0.22 LEG3 EC3 Medium less urgent 0.22 LEG3 Medium less urgent 0.22 1.00 LEG3 Medium less urgent 0.22 1.00 LEG3 Medium less urgent 0.22 1.00 LEG3 Medium less urgent 0.12 0.54 0.44 0.77 LEG3 Medium urgent 0.12 0.54 0.44 0.77 0.74 0.00 </td <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>										
Apple Application DB Medium urgent top priority 0.05 EGI Collaboration tools Collaboration tools Medium less urgent 0.02 EGI Collaboration tools Collaboration tools Medium less urgent 0.02 Catania Science Gateway CSGF Medium less urgent 1.00 Catania Science Gateway CSGF Medium urgent 1.00 LeGRANT services hosting and technical operations Medium urgent 1.00 LEG3 EC3 Medium less urgent 0.22 LEG3 EC3 Medium less urgent 0.22 LEG3 Medium less urgent 0.22 1.00 LEG3 Medium less urgent 0.22 1.00 LEG3 Medium less urgent 0.22 1.00 LEG3 Medium less urgent 0.12 0.54 0.44 0.77 LEG3 Medium urgent 0.12 0.54 0.44 0.77 0.74 0.00 </td <td></td> <td></td> <td></td> <td>less urgent</td> <td></td> <td></td> <td></td> <td>1</td> <td>0.67</td> <td></td>				less urgent				1	0.67	
AppBB Application DB Medium very urgent top priority 0.23 EGI Collaboration tools Collaboration tools Medium less urgent (priority) 0.00 Catania Science Gateway CSGF Medium less urgent (priority) 1.00 Catania Science Gateway CSGF Medium less urgent (priority) 1.00 E-GRANT Services hosting and technical operations Medium less urgent (priority) 1.00 EC3 EC3 Medium less urgent (priority) 1.00 EC3 Medium less urgent (priority) 1.00 EC3 Medium less urgent (priority) 1.00 GGUS Medium less urgent (priority) 1.00 GUS Medium less urgent (priority) 1.00 Less urgen		Application DB	Medium					-		
Test	AppDB									
EGI Collaboration tools Collaboration to									0.23	
EGI Collaboration tools Medium urgent 0.02 Very urgent 1 1 top priority 1 1 Catania Science Gateway CSGF Medium 1 E-GRANT services hosting and technical operations Medium 1 1 ECG ECGRANT services hosting and technical operations 1 1 1 ECG Medium 1 </td <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>0.26</td>										0.26
Catania Science Gateway CSGF Medium Less urgent										
Catania Science Gateway CSGF Medium Less urgent	EGI Collaboration tools	Collaboration tools	Medium							0.02
Catania Science Gateway CSGF Medium Medi										
Catania Science Gateway CSGF Medium Wery urgent Top priority Top prio										
Catania Science Gateway CSGF Medium Very urgent Less urgent										
Table Tabl	Catania Science Gateway	CSGF	Medium							
E-GRANT RA Tool hosting and technical operations Medium wery urgent top priority										
E-GRANT RA Tool hosting and technical operations Medium Helpdesk (GGUS) Helpdesk human support										
Helpdesk fuman support Helpdesk human support		hosting and technical								
EC3 EC3 EC3 Medium	e-GRANT RA Tool		Medium							
EC3 EC3 Medium										
EC3 Medium Wedium Wedi										
FC3 Medium Very urgent 10,12 0.54 0.44 0.77 10,003 0.74 10,005				_				0.22		
Temperature	EC3	EC3	Medium							
Helpdesk (GGUS) Medium Helpdesk (GGUS) Medium Helpdesk (GGUS) Medium Helpdesk human support Helpdesk huma										
Helpdesk (GGUS) Medium Wery urgent 1.27 0.6 0.43 0.53 0.74										
Medium Very urgent Very		Helpdesk (GGUS)	Medium				0.12	0.54	0.44	0.77
Very urgent	GGUS							0.03		0.74
Helpdesk human support Medium Medium Helpdesk human support H										
DMSU										
Nessaging Nessage brokers Medium New y urgent 0.05 1.02 0.38	DMSU	•	Medium	less urgent			0.69	0.81	0.96	0.83
Very urgent 1				urgent			1.27	0.6	0.43	0.53
Helpdesk human support 1 working hour supp								0.05	1.02	0.38
Helpdesk human support				top priority						0.11
TPM support 1 working hour very urgent 0.09 0.01 0.02 top priority less urgent	ТРМ		1 working hour	less urgent			0.06	0.04	0.06	0.05
Messaging Message brokers Medium Very urgent 10.09 0.01 0.02 top priority less urgent 10.04 urgent 20.22 very urgent top priority				urgent			0.03	0.03	0.11	0.02
Messaging Message brokers Medium less urgent 0.04 urgent 0.22 very urgent top priority							0.09	0.01		0.02
Messaging Message brokers Medium urgent 0.22 very urgent top priority				top priority						
Messaging Message brokers Medium very urgent top priority	Messaging	Message brokers	Medium	less urgent					0.04	
top priority				urgent						0.22
				very urgent						
less urgent 0.25 0.15 0.22 0.39				top priority						
				less urgent			0.25	0.15	0.22	0.39

ARGO/SAM EGI Support	Monitoring services		urgent	0.05		0.34	
		Medium	very urgent		0.03		0.26
			top priority				
Operations Portal	Operations Portal		less urgent		0.34	0.03	
			urgent			0.14	0.08
		Medium	very urgent			0.03	
			top priority				
			less urgent	2			
	Perun	Medium	urgent				
Perun			very urgent				
			top priority				
	Security coordination and security tools	Medium	less urgent				
EGI Security Monitoring			urgent	0.02			
			very urgent			0.01	
			top priority				
	Security coordination		less urgent		0.05		
			urgent				0.76
Security Management	and security tools	Medium	very urgent				
			top priority				
	Service registry (GOCDB)		less urgent	0.03	0.59	0.51	0.05
			urgent	0.03	0.62		
GOC DB		Medium	very urgent				
			top priority				0.18
	Services for AAI		less urgent			2.78	6.73
			urgent				
EGI Catch-all services		Medium	very urgent				
			top priority				
	UMD quality assurance UMD software provisioning infrastructure	Medium Medium	less urgent				
EGI UMD Quality			urgent				
Assurance			very urgent				
			top priority				
			less urgent				
EGI Staged Rollout			urgent				
			very urgent				
			top priority				
EGI Software provisioning support	UMD software provisioning infrastructure	Medium	less urgent	2.17	1.47	0.16	3.11
			urgent	0.3	2.68		0.75
			very urgent	13.92			
			top priority				
	User registration portal	Medium	less urgent				
LTOS			urgent	10.45			
			very urgent				
			top priority				
WS-PGRADE/gUSE	WS-PGRADE	Medium	less urgent				
			urgent				
			very urgent				
			top priority				

Legend	less urgent QoS [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
Response time exceeded	Medium 5	5	1	1
Responce time in line	1 working hour 0.125	0.125	0.125	0.125
[wd] = working days	Advanced 5	1	1	0.5
	Base 5	5	5	5