



# EGI.EU OLA PERFORMANCE REPORT

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<b>Title</b>	EGI.eu OLA – SecurityMonitoringAndRelatedSupportTo ols performance report
<b>Provider</b>	CESNET
<b>Service</b>	SecurityMonitoringAndRelatedSupportTo ols
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<b>Audience</b>	EGI.eu Operations operations@egi.eu
<b>Purpose</b>	Report on performance of the service
<b>Period</b>	01/05/2014 – 31/10/2014
<b>Related agreements</b>	EGI.eu-OLA- SecurityMonitoringAndRelatedSupportTo ols -v1.doc
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This report is based on a template that forms part of the FitSM family – a lightweight standard for IT Service Management that supports federated infrastructures. For more information on FitSM visit [www.fitsm.eu](http://www.fitsm.eu) or contact [info@fitsm.eu](mailto:info@fitsm.eu). The SLA template this document is based on was licensed with a [Creative Commons Attribution 4.0 International License](https://creativecommons.org/licenses/by/4.0/).

This report is based on FitSM Template: Report v0.2

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The document reports on performance of the task focused on security monitoring, in particular the operation of the EGI Pakiti server and coordination of security monitoring activities in EGI.

## 1 GENERAL OVERVIEW OF PERFORMANCE IN THE PERIOD

Over the reported period the Pakiti service was provided for EGI. The instance was moved to a new virtual server based on a new major version of the operating system. The transition was planned as transparent and therefore no downtime was declared for the process. The Pakiti service was used to track critical vulnerabilities detected by the EGI CSIRT, including the Bash vulnerabilities known as Shellshock. Discussions started with wLCG and Cern developers about the possibility to join effort to develop a single solution for monitoring of system packages. Other coordination effort includes introduction of a new system to process monitoring results to security Nagios and Dashboard, which will decrease the number of reported false positives.

## 2 PERFORMANCE AGAINST SERVICE TARGETS

The following table shows performance against targets:

Service level parameter	Target	M1 average	M2 average	M3 average	M4 average	M5 average	M6 average
Availability	99%	N/A	N/A	N/A	N/A	N/A	N/A
Reliability	99%	N/A	N/A	N/A	N/A	N/A	N/A
Support priority	Medium	N/A	N/A	N/A	N/A	N/A	0

The Availability and Reliability monitoring was put in place in November 2014, and values are therefore not available for the reported period.

None ticket was assigned in GGUS to the support unit responsible for the task.

## 3 ISSUES ARISING IN THE PERIOD

The service is used on regular basis by the EGI CSIRT and sites and minor issues are provided when necessary. However, there was no issue raised during the reported period, which would impact the performance of the task.

## 4 MEASURES PLANNED

At the moment we do not plan to introduce additional metrics for the services involved.

## 5 FORESEEN ACTIVITIES AND CHANGES

We plan to continue to work with wLCG teams working on package monitoring, which may induce additional changes in the deployment and/or utilization of the Pakiti service.