

EGI.eu

OLA Performance Report

|  |  |
| --- | --- |
| **Title** | EGI.eu OLA – CatchAllServices performance report |
| **Provider** | GRNET |
| **Service** | CatchAllServices |
| **Produced by** | Kostas Koumantaros  [kkoum@grnet.gr](mailto:kkoum@grnet.gr)  Site Operations Manager |
| **Audience** | EGI.eu Operations  operations@egi.eu |
| **Purpose** | Report on performance of the service |
| **Period** | 1/11/2014 – 30/4/2015 |
| **Related agreements** | EGI.eu-OLA- CatchAllServices -v1.doc |
| **Document Link:** | <https://documents.egi.eu/document/2170> |

Copyright notice

Copyright © EGI.eu. This work is licensed under the Creative Commons Attribution-NonCommercial-NoDerivs 3.0 Unported License. To view a copy of this license, visit http://creativecommons.org/licenses/by-nc/3.0/ or send a letter to Creative Commons, 171 Second Street, Suite 300, San Francisco, California, 94105, USA.

The work must be attributed by attaching the following reference to the copied elements: “Copyright © EGI.eu (www.egi.eu). Using this document in a way and/or for purposes not foreseen in the license, requires the prior written permission of the copyright holders. The information contained in this document represents the views of the copyright holders as of the date such views are published.

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 template this document is based on was licensed with a [Creative Commons Attribution 4.0 International License](http://creativecommons.org/licenses/by/4.0/deed.en_US).

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

TABLE OF CONTENTS

1 Effort 3

2 General overview of Activity in the period 3

3 Performance againSt Service Targets 3

4 Issues arising in the period 4

5 Measures planned 4

6 Foreseen activities and changes 4

# Effort

*At the time of this writing the total effort cannot be extracted as timesheets for March and April 2015 have not yet been submitted (mainly due to internal red tape obstacles). The expected total effort is foreseen at 1.5PMs.*

# General overview of Activity in the period

DTEAM VO Membership Management: The DTEAM VOMS service is replicated across two geographically separated regions. These are defined under the GRIDOPS-CATCHALL service group on GOCDB. Within the reporting period at no occasion have these both instances been unavailable.

Catch All Certification Authority: During the reporting period one RA has been re-keyed and one new RA has been established. Establishment of one more RA in Switzerland is also in progress at the time of this writing.

With respect to the catch all services (VOMS, MyProxy, LFC, WMS, and top-level BDII) no significant issues have been reported during the reporting period.

With respect to the site certification portal no significant issues have been reported during the reporting period.

# Performance againSt Service Targets

No data is available for the reporting period in terms of Availability/Reliabilty with concern to the group GRIDOPS-CATCHALL on mon.egi.eu.

The following table summarizes the numbers of certificates issued and revoked by the EGI Catch-all CA during the reporting period:

|  |  |  |
| --- | --- | --- |
| Certified Entity Type | Certificates issued | Certificates revoked |
| Personal | 3 | 0 |
| Server | 6 | 0 |

Through the Catch all WMS service the following VOs are supported:

* alice
* atlas
* biomed
* cms
* compchem
* [drihm.eu](http://drihm.eu/)
* dteam
* [env.see-grid-sci.eu](http://env.see-grid-sci.eu/)
* esr
* hgdemo
* [meteo.see-grid-sci.eu](http://meteo.see-grid-sci.eu/)
* [nwchem.vo.hellasgrid.gr](http://nwchem.vo.hellasgrid.gr/)
* ops
* [ops.vo.egee-see.org](http://ops.vo.egee-see.org/)
* see
* seegrid [seismo.see-grid-sci.eu](http://seismo.see-grid-sci.eu/)
* [vo.complex-systems.eu](http://vo.complex-systems.eu/)

On the Catch-all LFC service the following regional/local VOs are supported:

* [digitalmedia.vo.eu-egee.org](http://digitalmedia.vo.eu-egee.org/)
* [gr-sim](http://gr-sim.grid.auth.gr/)
* [vo.complex-systems.eu](http://vo.complex-systems.eu/)
* [vo.grid.auth.gr](http://vo.grid.auth.gr/)

The following table shows performance against targets:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Service level parameter** | **Target** | **M1 average** | **M2 average** | **M3 average** | **M4 average** | **M5 average** | **M6 average** |
| Availability | - | - | 95.75 | 99.68 | 99.21 | 100 | 99.91 |
| Reliability | - | - | 100 | 99.68 | 99.68 | 100 | 99.91 |

Note that the profile metric results for November 2014 do not exist and that these results only concern the Availability and Reliability of the certification web portal.

# Issues arising in the period

During the reporting period the two VOMS services have been upgraded to the latest stable available release (3.3.3). Also for the DTEAM VO the ca\_check has been disabled on both voms instances.

# Measures planned

# Foreseen activities and changes

*Development of web portal for EGI Catch All CA operations.*

*Application of system and service updates.*