

**EGI.eu**

**OLA Performance Report**

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| --- | --- |
| **Title** | EGI.eu OLA – Operations Portal performance report |
| **Provider** | CNRS |
| **Service** | Operations Portal |
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| **Audience** | EGI.eu Operations  operations@egi.eu |
| **Purpose** | Report on performance of the service |
| **Period** | 01/11/2014 – 30/04/2015 |
| **Related agreements** | EGI.eu-OLA-Operations Portal -v1.doc |
| **Document Link:** | <https://documents.egi.eu/document/2170> |

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# EFFORT

The global effort for CNRS is 12 Pm for the last 6 months and is distributed over 3 persons :

Cyril Flieller : 4 PM

Cyril L’Orphelin : 2 PM

Pierre Frebault : 6 PM

# GENERAL OVERVIEW OF ACTIVITY IN THE PERIOD

No problems encountered during the period. Only minor disruptions and planned intervention either for the portal release either for upgrades on the CCIN2P3 infrastructure.

Moreover to improve the quality of the software we have worked closely with EGI to satisfy the needs of the user and to test the release in advance.  
 We have put in place several measures to follow the instructions for the operational tools (<https://wiki.egi.eu/wiki/Instructions_for_Production_Tools_teams>).

We have especially put effort on the release process (<https://wiki.egi.eu/wiki/Operations_Portal#Change.2C_Release_and_Deployment>).

# 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 | 99.94 | 99.37 | 99.92 | 99.98 | 99.41 | 99.93 |
| Reliability | 99 | 99.94 | 99.84 | 99.92 | 99.98 | 99.95 | 99.93 |
| Support priority | lu:3.32 | lu:4.42  vu:0.09 | lu:0.34  vu:2.8 | lu:0.36  vu:0.4 | lu:0.52  vu:0.2 | lu:2.45 | lu:1.91 |

# ISSUES ARISING IN THE PERIOD

*N.A*

# MEASURES PLANNED

*N.A*

# FORESEEN ACTIVITIES AND CHANGES

Except the regular releases and the scheduled maintenance of the infrastructure we don’t see major issues to follow the OLA.

We will continue to ensure and enforce the daily operations and support in order to minimize the duration and the impact of eventual disruptions and downtimes.

Moreover we will continue to work closely with EGI.eu to ensure that the portal is satisfying the user's need.