

Core services performance

May 2015-Oct 2015

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**TERMINOLOGY**

The EGI glossary of terms is available at: [https://wiki.egi.eu/wiki/Glossary](https://wiki.egi.eu/wiki/Glossary%20)

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# Executive summary

This document is a summary report on the core activities performances in the period May-Oct 2015.

The reports are based on the service providers reports submitted in November 2015[[1]](#footnote-1), the A/R and performance report automatically generated monthly, based on the monitoring of the IT services (where applicable). Analysis has been done versus the targets agreed in the EGI.eu OLA[[2]](#footnote-2)

# Report on the core services performance

## 1st Level Support And 2nd Level Support

Providers: CESNET, CSIC, LIP

The service has been provided continuously with no major deviations from the targets. There were small deviations from the targets but not big enough to considerably decrease the quality of the service.

In two months the average response time for urgent tickets was 1.5 days, rather than 1 day.

Achieved target: Overall yes.

## Acceptance criteria

Providers: CSIC

The service has been provided continuously with no deviations from the target. The service fulfilled the requirements of the EGI UMD provisioning, properly supporting the process.

Achieved target: yes.

## Accounting and metrics portal

Providers: FCTSG

The service has been underperforming during the first two months of the reporting period.

The first two months had an average availability of 95% vs the target of 99%.

In particular the second month of reporting had a very bad response time for service request (average of 16 days and 11 days, respectively for non urgent and urgent requests).

The last 4 months of the period performance were back on target.

Achieved target: No, for two months. Yes for 4 months.

## Catch-all services

Provider: GRNET

The service has been provided continuously with no deviations from the target.

Both availability and reliability have been on target, as well as responsiveness.

Achieved target: Yes.

## Collaboration tools

Provider: CESNET

The service has been provided continuously with no deviations from the target.

Both availability and reliability have been on target, as well as responsiveness.

Achieved target: Yes.

## Incident management helpdesk

Provider: KIT

The service has been provided continuously with no deviations from the target.

Both availability and reliability have been on target, as well as responsiveness.

Achieved target: Yes.

## Message brokers network

Privers: GRNET, SRCE

The service has been provided continuously with no deviations from the target.

Both availability and reliability have been on target, as well as responsiveness.

Achieved target: Yes.

## Monitoring central services

Providers: GRNET, SRCE

The service has been provided continuously with no deviations from the target.

Both availability and reliability have been on target, as well as responsiveness.

Achieved target: Yes.

## Operations portal

Provider: CNRS

The service has been provided continuously with no deviations from the target. Availability have been always on target.

One ticket has been recorded with a longer response time than the target, but this has been due to a procedure error, while the user has been supported timely.

Achieved target: Yes.

## Operations Support

Provider: Cyfronet

This is a human service, therefore only the response time to tickets is measured. The average response time reached the goal.

Achieved target: Yes.

## SAM Central service

Providers: GRNET, SRCE, CNRS

The service has been provided continuously with no deviations from the target.

Both availability and reliability have been on target, as well as responsiveness.

Achieved target: Yes.

## Security coordination

Providers: FOM, CERN, STFC

This is a human service, therefore only the response time to tickets is measured. The response time reached the goal.

Security coordination efficiently supported EGI production infrastructure during the reporting period. Issues were reported in terms of lack of effort, but by prioritizing the issues, the most critical tasks have always properly followed up.

Achieved target: Yes.

## Security monitoring

The service has been provided continuously with no deviations from the target.

Both availability and reliability have been on target, as well as responsiveness.

Achieved target: Yes.

## Software provisioning infrastructure performance report

Providers: GRNET, CESNET

The service has been provided continuously with no deviations from the target in terms of service availability.

In terms of responsiveness to incidents/service requests there have been relatively limited deviations.

The product team justified this with the fact that some of these delayed tickets where not incidents or service requests, but rather requests for new features that could not be answered in the same timeline expected.

Only two tickets referring to the software provisioning infrastructure itself, and about regular incidents or basic service requests, were followed up with a delay:

[114136](https://ggus.eu/?mode=ticket_info&ticket_id=114136)

[113522](https://ggus.eu/?mode=ticket_info&ticket_id=113522)

Achieved target: Yes, with small deviations.

## Staged rollout coordination

Providers: LIP, CSIC

The service has been provided continuously with no deviations from the target.

Achieved goal: Yes.

## Security monitoring

Provider: CESNET

The service has been provided continuously with no deviations from the target.

Both availability and reliability have been on target, as well as responsiveness.

Achieved target: Yes.

## Accounting repository

Provider: STFC

The service has been provided continuously with no deviations from the target.

Both availability and reliability have been on target, as well as responsiveness.

Achieved target: Yes.

1. <https://documents.egi.eu/document/2596> [↑](#footnote-ref-1)
2. <https://documents.egi.eu/document/2456> [↑](#footnote-ref-2)