

EGI.eu

OLA Performance Report

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| **Title** | EGI.eu OLA – performance report |
| **Provider** | CESNET |
| **Service** | Collaboration Tools |
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| **Audience** | EGI.eu Operations  operations@egi.eu |
| **Purpose** | Report on performance of the service |
| **Period** | 2015 May - 2015 October |
| **Related agreements** | <https://documents.egi.eu/document/2456> |
| **Document Link:** | <https://documents.egi.eu/document/2596> |

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1. Effort

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1. General overview of Activity in the period

The services provided within the scope of the EGI.eu Collaboration Tools were delivered without any significant issues which would violate the OLA in the reporting period.

1. Performance againSt Service Targets

The performance of the services provided within the scope of the EGI.eu Collaboration Tools is stable and well in the scope of the agreed level targets. The numbers in the table below are averages of the availability of all monitored services provided.

We do not have exact numbers as for the provided level of support. There was only 1 requests for the Collaboration Tools SU in the GGUS during the whole reporting period. The rest of the requests came via emails through the [it-support@egi.eu](mailto:it-support@egi.eu). We have received over 140 requests during the reporting period. All of them were resolved in timely manner.

The following table shows performance against targets:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Service level parameter** | **Target** | **M1 average** | **M2 average** | **M3 average** | **M4 average** | **M5 average** | **M6 average** |
| **Availability** | 90.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| **Reliability** | 90.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| **Support priority** | Medium | Achieved | Achieved | Achieved | Achieved | Achieved | Achieved |

1. Issues arising in the period

No significant issues have arisen during the reporting period.

1. Measures planned

We do not plan to introduce any additional measures or procedures on top of current operations with regard to the current performance.

1. Foreseen activities and changes

We do not foresee any activities or changes.