

EGI.eu

OLA Performance Report

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| **Title** | EGI.eu OLA – performance report |
| **Provider** | KIT |
| **Service** | Incident Management Helpdesk |
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| **Audience** | EGI.eu Operationsoperations@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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# Effort

The effort spent during the reporting period is 6 PM.

# General overview of Activity in the period

During the monthly releases maintenance work was done and the system was enhanced with some additional features.

Servers have been patched with the latest security updates for the operating system as well as application servers like Apache, BMC Remedy and others and the underlying database.

A couple of middleware support units (gLite \*) have been decommissioned. Some new support units (e.g. OpenStack-OCCI, OpenNebula, INDIGO) and VOs (e.g. aifgrid.cl) have been integrated in GGUS system according to the requirements of EGI.

New features implemented are “My dashboard”.

The SOAP interface between GGUS and NGI PL ticketing system was reworked due to a system change at NGI PL.

# Performance againSt Service Targets

All performance targets have been met.

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 | 99,98 | 100 | 99,71 | 99,99 | 100 | 99,26 |
| **Reliability** | 99 | 99,98 | 100 | 99,99 | 99,99 | 100 | 99,84 |
| **Support priority** | Medium |  |  |  |  |  |  |
| **[Other parameter]** |  |  |  |  |  |  |  |

# Issues arising in the period

2015-05: randomly occurring KIT firewall issues

2015-07: memory problems on database

2015-10: issues with central KIT firewall and network hardware

# Measures planned

n.a.

#  Foreseen activities and changes

Please see [https://wiki.egi.eu/wiki/GGUS:Release\_Schedule](https://wiki.egi.eu/wiki/GGUS%3ARelease_Schedule) .