

EGI.eu

OLA Performance Report

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| **Title** | EGI.eu OLA – CatchAllServices performance report |
| **Provider** | GRNET |
| **Service** | CatchAllServices |
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| **Audience** | EGI.eu Operations  operations@egi.eu |
| **Purpose** | Report on performance of the service |
| **Period** | 1/5/2015 – 31/10/2015 |
| **Related agreements** | EGI.eu-OLA- CatchAllServices -v1.doc |
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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

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# Effort

Due to the introduction of two new Registration authorities and surge in new certificates requests the effort for this period is 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.

Catch All Certification Authority: During the reporting period two new Registration Authorities have been established. These are:

* Swiss RA (university of Bern)
* Terradue RA (Italy)

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.

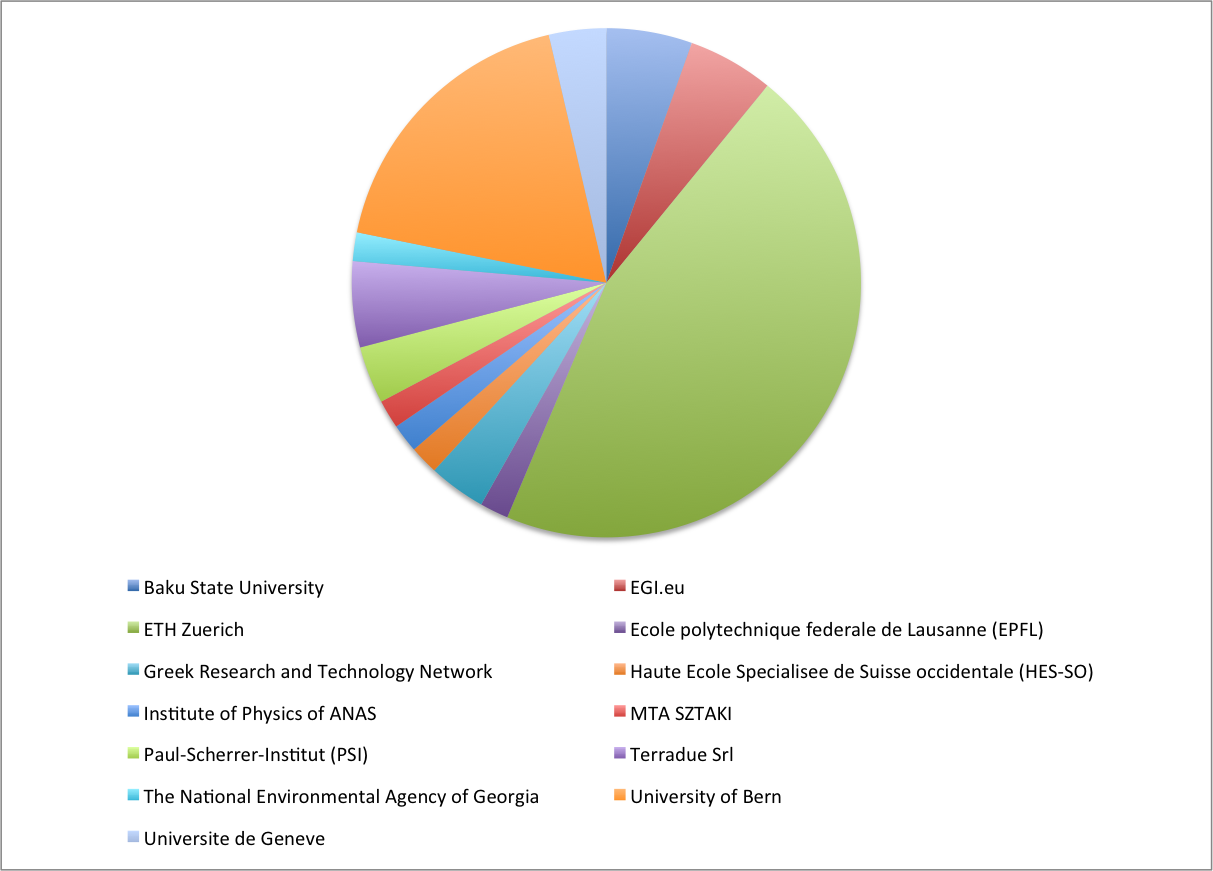
With respect to the site certification portal no significant issues have been reported during the reporting period.

# Performance againSt Service Targets

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 | 26 | 3 |
| Server | 25 | 0 |
| Robot | 4 | 0 |
| Total | 55 | 3 |

Below is the distribution of certificates per institute served by the catch all CA service:



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/)

On the catch all VOMS service the following VOs are supported:

* dteam
* long-tail.egi.eu
* see
* vo.complex-systems.eu

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 | 100 | 100 | 99.98 | 99.98 |
| Reliability | - | - | 99.99 | 100 | 100 | 99.98 | 99.98 |

Note that the profile metric results for May 2015 do not exist.

# Issues arising in the period

The following GGUS tickets were handled during the reporting period:

113337: Implement support for new VO in dteam VOMS

115282: VO [afigrid.cl](http://afigrid.cl/) has requested some help to setup a VOMS Server.

114195: VO [training.egi.eu](http://training.egi.eu/) has requested some help to setup a VOMS Server.

115076: Provide support regarding user subsctiption to dteam voms

114879: Provide support regarding user account in dteam vo

114701: Provide support regarding user membesrhip in dteam vo

113922: Update dteam group manager entry for NGI\_IT

As a result of ticket 113337 the following VO has been added on the Catch all VOMS service pair:

* long-tail.egi.eu

Additionally the vo.complex-systems.eu and see VOs have been added to the catch all service pair due to the retirement of the voms.grid.auth.gr service.

# Measures planned

No special measures are needed.

# Foreseen activities and changes

* *Regular application of system and service updates.*