

EGI.eu

OLA Performance Report

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| **Title** | EGI.eu OLA – performance report |
| **Provider** | CYFRONET |
| **Service** | Operations Support |
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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

For performing activities related to Operations Support CYFRONET spent effort of 3 PMs during the reporting period (6 months).

1. General overview of Activity in the period

Operations Support activities covered the following three areas:

1. Central technical support

Technical support for sites and ROD teams. It consisted of replying to e-mails directed to EGI Operations Support mailing list, handling tickets directed to GGUS *EGI Operations Support* Support Unit. The tickets were redirected to proper SU or analysed and resolved within our team. We were supporting sites and NGI operations teams (mostly ROC\_LA) and answering e-mails from ROC\_Russia ROD in technical aspects (tools and operational procedures).

We supported EGI Operations team in preparing operational monthly broadcasts and handled GGUS tickets of “Master image” campaign (8 child tickets to follow) related to Federated Cloud infrastructure.

We were also coordinator (in GGUS tickets) overseeing realization of EGI procedures:

* PROC20 - *Support for CVMFS replication across the EGI and OSG CVMFS services* (3 tickets)
* PROC09 - *Resource Centre Registration and Certification (1 ticket, but demenging in terms of communication and escalation -* transfer of responsibility within Operations Center (NGI\_RO) closely following procedure for creation of new NGI.
* PROC19 - *Integration of new cloud management framework and grid middleware in EGI Production Infrastructure* with two Technology Providers (2 tickets, OpenStack and OpenNebula) which required a lot of coordination between various groups, email communication and it is still on-going.

1. Resource allocation

The EGI Operations Support was assigned a responsibility for managing Resource Allocation process in EGI. This was partially motivated by opportunity of a synergy existing in common localization of the RA operations and e-Grant development teams. Our team **operate the RA process in e-Grant**. In total we handled 1 request for which Requester failed to create a virtual organisation.

1. Coordination

As a result of involvement in above mentioned activities the EGI Operations Support attended to a number of meetings: 1) **Operations Management Board –** presenting status of work and request for approval of changes in Operational Procedures and documents 2) **Federated Cloud** - meetings presenting status update on integration of cloud services with EGI (status update of PROC19).

Our team also cooordinated **EGI Application Database Advisory and Testing Board** (AppDB ATB) and **Operations Portal Advisory and Testing Board -** organization of meetings, prioritization of requests for change (RFC), setting plan for next tool release, performing test when necessary.

1. Performance againSt Service Targets

Operations Support team at CYFRONET is responsible for handling tickets in two GGUS support units:

1. EGI Operations Support
2. Resource Allocation

Ticket handling for the entire period was within Service Level Targets. The following table shows performance against targets:

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|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Service level parameter** | **Target** | **M1 average** | **M2 average** | **M3 average** | **M4 average** | **M5 average** | **M6 average** |
| EGI Operations Support Response Time | Medium level of QoS | 0 | 0.11 | 1,61 | 0,42 | 0,14 | 035 |
| Resource Allocation Response Time | Medium level of QoS | N/a | N/a | 0 | N/a | N/a | N/a |

1. Issues arising in the period

No issues related to running the Operations Support nor OLA violations has been identified or reported during the reporting period.

It may be worth to mention, that there were tickets wrongly assigned to EGI Operations Support due to support name confusion. They were re-assigned to 1stLine Support with proper explanation a few times and problem vanished.

1. Measures planned

No measures are necessary.

1. Foreseen activities and changes

The continuation of Operations Support activities: Central technical support, Resource Allocation and Coordination.