

**EGI.eu**

**OLA Performance Report**

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| **Title** | EGI.eu OLA – performance report |
| **Provider** | CNRS |
| **Service** | Operations Portal |
| **Produced by** | Cyril L’Orphelin  Site Operations Manager  [cyril.lorphelin@cc.in2p3.fr](mailto:cyril.lorphelin@cc.in2p3.fr) |
| **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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# Effort

The global effort for CNRS is 12 Pm for the last 6 months and is distributed over 3 persons :

* Cyril Flieller : 3 PM
* Cyril L’Orphelin : 3 PM
* Pierre Frebault : 6 PM

# General overview of Activity in the period

No specific issues during the period , the main events are the two releases :

* Release 3.2 : this release was mainly oriented around improvements for the security dashboard and the possibility to create tickets into EGI RTIR
* Release 3.2.1 : this release has been focused on a new module dedicated to metrics

# Performance againSt Service Targets

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 | 100 | 100 | 99.93 | 99.94 | 100 | 99.75 |
| **Reliability** | 99 | 100 | 100 | 99.93 | 99.94 | 100 | 99.75 |
| **Support priority** | lu:5, u:5  vu:1 , tp:1 | lu:1.64 | lu:0.26  u:0.01 | lu: 0.55  u:1.49 | lu: 0.84 | lu:0.47  u:1.05 | lu : 0.34  vu: 8.53 |

# Issues arising in the period

Targets have been respected excepted during month 6 for the support quality.

One ticket (<https://ggus.eu/?mode=ticket_info&ticket_id=116776> ) has been treated in the time but the status has not been changed into ‘in progress’ explaining the long answer time .

# Measures planned

Change the status of tickets ‘in Progress’ as soon as we have received it .

# Foreseen activities and changes

No foreseen changes that will impact the OLA.