

EGI.eu

OLA Performance Report

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| **Title** | EGI.eu OLA – performance report |
| **Provider** | STFC |
| **Service** | Service Registry GOCDB |
| **Produced by** | David Meredith  Site Operations Manager  [david.meredith@stfc.ac.uk](mailto:david.meredith@stfc.ac.uk) |
| **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

3 PMs for ops support.

# General overview of Activity in the period

No major issues, some key activities:

* Releases: v5.4 (06/07/2015), v5.5 for testing (30/10/2015)
* October 27th: The Oracle database cluster which hosts GOC’s database was updated, requiring a full day’s outage of the production instance. During the outage, the failover server was engaged and the DNS switched to re-route all requests to the failover. The downtime was advertised well in advance and no issues were reported.
* Proposal published[[1]](#footnote-1) for all EGI operational portals/tools to share a secret key for hashing user’s ePPN’s retrieved from an IdP. The proposal was approved by experts from JISC who subsequently requested this be published this as a JISC article[[2]](#footnote-2).
* Sept/Oct engaged with the WLCG InfoSys Task Force to determine WLCG’s evolving requirements for GOCDB. There is currently interest in moving GOCDB more into the InfoSys space, which is especially relevant given OSG’s decision to drop the BDII. Proposals for GOCDB include: introducing more GLUE2 attributes, using the custom-property extensions mechanism for WLCG data, and introduction of scope tags for WLCG VOs to group/filter data accordingly (the latter has been deployed for testing with the introduction of ‘wlcg, atlas, cms, lhcb, alice’ scopes).

# Performance againSt Service Targets

All performance targets were achieved.

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 | 99.98 | 99.81 | 99.92 | 100 | 99.05 |
| **Reliability** | 99 | 100 | 99.98 | 99.96 | 99.92 | 100 | 100 |
| **Support priority** | (Medium)  Less ur: 5  Urgent: 5  V.ur: 1  Top: 1 | 0.28  0.28  -  - | 0.01  -  -  - | 0.48  -  0.02 | 1.04  -  -  - | 0.37  0.02  -  - | 0.5  -  -  - |
| **[Other parameter]** |  |  |  |  |  |  |  |

# Issues arising in the period

Communications appear to have ceased with Elixir – their last update was to inform me that they were having issues with their IdP and that they would be in touch when the issues were resolved. We will raise this in Bari directly with the Czechs.

# Measures planned

N/A

# Foreseen activities and changes

No foreseen changes that will impact the OLA.

1. <https://wiki.egi.eu/wiki/GOCDB/notifications> [↑](#footnote-ref-1)
2. <https://community.jisc.ac.uk/groups/uk-e-infrastructure-security-access-management-wg/article/hashing-eppn-using-project-owned> [↑](#footnote-ref-2)