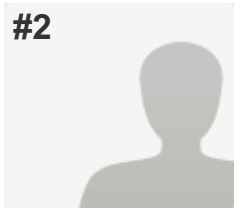


#2



COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 12, 2016 10:39:27 AM
Last Modified: Monday, September 12, 2016 10:58:46 AM
Time Spent: 00:19:18
IP Address: 141.52.72.115

PAGE 1: Report on performance of the service

Q1: Service Helpdesk (GGUS)

Q2: The reporting person:

Name Guenter Grein
E-mail guenter.grein@kit.edu

Q3: EFFORT(Please provide effort (PM) spent by each partner (separately) during the whole reporting period.)

3 PM

Q4: GENERAL OVERVIEW OF ACTIVITY IN THE PERIOD(Short prose overview of what happened in the period. Things went well? There were problems but they were addressed? There were significant problems that persist and must be dealt with?)

Maintenance work on systems (releases, security patches....) for keeping systems up and running.
No unscheduled outages in the reporting period.

Q5: ISSUES ARISING IN THE PERIOD(Explain issues, such as OLA violations or other problems in performance. Also consider other events that may not lead to violations, such as planned downtime, or problems in services there is a dependency on.)

None

Q6: MITIGATION ACTIONS PLANNED (Explain action planned to mitigate issues in this period.)

None

Q7: FORESEEN ACTIVITIES AND CHANGES (Note upcoming activities or changes impacting the service and OLA that are the subject of this report. For instance planned ending or renegotiation of the agreement or planned major upgrades to the service, new activities.)

Please see https://wiki.egi.eu/wiki/GGUS:Release_Schedule