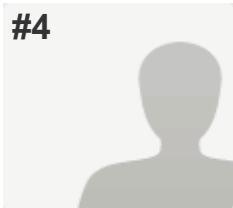


#4



COMPLETE

Collector: Web Link 1 (Web Link)
Started: Sunday, September 18, 2016 5:17:24 PM
Last Modified: Sunday, September 18, 2016 5:49:16 PM
Time Spent: 00:31:51
IP Address: 193.86.129.52

PAGE 1: Report on performance of the service

Q1: Service

Helpdesk human support

Q2: The reporting person:

Name

Zdeněk Šustr

E-mail

sustr4@cesnet.cz

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

Assuming 4 months of May through August 2016.

CESNET 4.8 PM
CYFRONET 4 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?)

The Task was in routine operation, accepting arriving tickets and forwarding/resolving them as necessary at both levels (1st and 2nd).

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.)

For TPM (1st level), average response times for all tickets were well under the 1-hour cap (overall monthly averages ranging between 0.05 and 0.07 work day).

For DMSU (2nd level), monthly average response times were under 4 hours across all ticket priority groups. The limits of 1/2, 1, 5 and 5 working days, which apply to top priority, very urgent, urgent and less urgent tickets, respectively, were thus uniformly adhered to.

During the reporting period, the support team was approached by EGI operations to discuss a "known issues database". Discussion of that will continue in the following period, possibly resulting in several maintained information resources shared between EGI support and operations.

Most support work was done by CESNET experts, while CYFRONET's participation was ramping up gradually. CYFRONET is a new partner in the consortium and a slower uptake was to be expected.

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

All average response times were kept under limits, which is an improvement on previous periods. No mitigation is therefore required. CYFRONET's involvement will hopefully continue to grow.

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.)

The support team will further explore the possibility to set up and jointly maintain a "known issues database" and possibly a "product documentation routing post" with EGI operations. No changes to the support procedures are foreseen.
