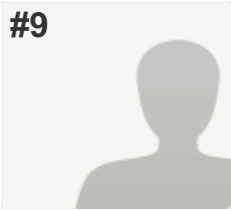


#9



**COMPLETE**

**Collector:** Web Link 1 ([Web Link](#))  
**Started:** Thursday, September 22, 2016 2:14:29 PM  
**Last Modified:** Thursday, September 22, 2016 2:15:52 PM  
**Time Spent:** 00:01:23  
**IP Address:** 195.251.29.34

PAGE 1: Report on performance of the service

**Q1: Service**

Monitoring services

**Q2: The reporting person:**

Name	Christos Kanellopoulos
E-mail	skanct@admin.grnet.gr

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

CNRS: 1.35 PM  
GRNET: 5.35 PM  
SRCE: 2.84 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? )**

In July we proceeded with the switch over from the old SAM Nagios NGI based monitoring to the new central ARGO Monitoring service, which was a major milestone.

The switch over came after several months of operating the two services in parallel in order to verify the new setup. After the switch over, there were a few issues with some Sites, which had not been configured properly to accept the new certificates, but they were resolved in a timely manner. Overall, the migration was a success and since July we are operating under the new centralised model.

The problem with the retrieval of HEPSEC values persisted (see next answer for more details) and had an impact on the overall availability and reliability of service, although it had no effect on the computation of the monthly availabilities and reliabilities.

**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. )**

During this period the service was reported with lower availability and reliability values for June and July. The check that used to test the service checks whether for a specific site have been computed, so basically what was reported is that for a certain period ARGO was not providing up-to-date A/R data, although the service was operating. The reason for this was that during those periods the ARGO service did not have valid HEPSEC values to use during the computations and thus could not compute A/R. As the A/R computations are taking place every hour, the moment ARGO was able to retrieve valid HEPSEC values, the computation were resumed and automatically A/R was re-computed for the missing period. This issue did NOT affect the delivery of the monthly A/R reports. As discussed in the mitigation section, by changing the external service dependency to the VAPOR service for retrieving HEPSEC values, we expect that issues like this will not be experienced any more.

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

The major issue in this period, as in the previous one, was the external dependency for the HEPSPREC factors, which are required for the computation of the NGI A/R. VAPOR, in EGI-Engage, is implementing an API interface to deliver the HEPSPREC values for the EGI sites. The ARGO development team in EGI-Engage, has been working together with the VAPOR development team in order to implement a new connector that uses the VAPOR service instead of GSTAT. When the new VAPOR service goes to production, the ARGO operations team will switch to the new VAPOR connector.

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**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.)**

In the next period, we plan to decommission the last of the old SAM services, namely mon.egi.eu. Regarding the ARGO service, no major upgrades that change its functionality are foreseen. The service will follow the normal upgrade cycle.

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