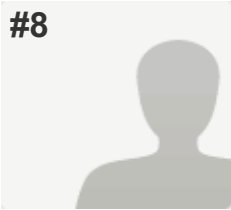


#8



**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, January 18, 2017 2:57:54 PM  
**Last Modified:** Wednesday, January 18, 2017 3:00:26 PM  
**Time Spent:** 00:02:31  
**IP Address:** 130.246.76.252

PAGE 1: Report on performance of the service

**Q1: Service**

Accounting repositories and portal

**Q2: The reporting person:**

Name Adrian Coveney  
E-mail adrian.coveney@stfc.ac.uk

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

Repository (STFC) - 4 PMs

Portal (CESGA) - We have spent 1.47 PMs in the period to OLA related activities.

**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? )**

Repository - APEL met all QoS and A/R targets. This period saw a significant number of tickets resolved leaving very few open at the start of 2017. Regular database maintenance performed in December. December saw reduced staffing due to leave.

Portal - The period went well, with an A/R well above 99%. The QoS was exceptional, with times of service never going above 0.1 days. In December there were no tickets at all.

**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. )**

Repository - Slight drop in A/R for October and November due to networking issues at RAL. Some issues with sites (re-)publishing large amounts of data causing the summarising process to slow down. Re-worked cloud accounting updates were postponed as too close to the holidays.

Portal - There were no issues in the period. The palliative measures worked well and restored operation automatically in a short period of time.

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

Repository - Summarising process was rescheduled and a broadcast made warning sites to alert the APEL team when needing to republish.

Portal - The performance was very good, so for the moment no further measures should be needed.

**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.)**

Repository – Cloud accounting update in January.

Portal - The mitigation activities have increased the A/R and the QoS is excellent, so for the moment no further actions are required, but for some months now we have been monitoring Opsmon daily to correlate any problems with a cause, internal and external in the shortest time possible.

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