#15

COMPLETE

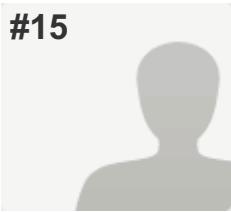**Collector:** Web Link 1 (Web Link)
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PAGE 1: Report on performance of the service

Q1: Service

E-GRANT services hosting and technical operations

Q2: The reporting person:

Name

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

Effort was combined in EGI Engage project

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?)

System was online and operational. Bug fixes were addressed. Minor service requests were implemented.
About 3-5 short downtimes took place (few hours) due to database overload. Reason standing behind the downtimes was quickly found and fixed.

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.)

Short system downtimes - non violating OLA

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

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.)

Upgrades related with EGI Marketplace - not defined yet. Improvements will be introduce as a part of the EGI Engage Project, not necessarily imply the need to change or revise the OLA