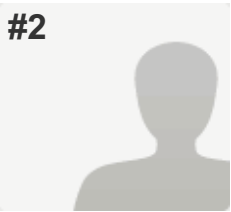**#2**

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, January 09, 2017 8:48:48 AM
Last Modified: Monday, January 09, 2017 9:02:21 AM
Time Spent: 00:13:32
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.)

3PM

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?)

Things went well.
No significant problems occured.
Service targets have been reached.

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.)

No issues.

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

No plans

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.)

No foreseen activities