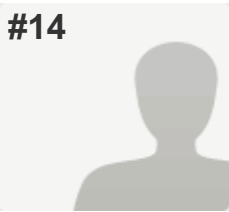


#14



**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, January 27, 2017 2:16:10 PM  
**Last Modified:** Friday, January 27, 2017 2:37:51 PM  
**Time Spent:** 00:21:40  
**IP Address:** 193.86.129.52

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PAGE 1: Report on performance of the service

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**Q1: Service**

Helpdesk human support

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**Q2: The reporting person:**

Name

Zdeněk Šustr

E-mail

sustr4@cesnet.cz

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

CESNET 4.8 FTE  
CYFRONET 4.0 FTE

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**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? )**

Continued operation of the 1st and 2nd level of support. The activity was continuing routinely, no changes were introduced compared to previous reporting periods. Tickets are sorted on arrival, and those falling under the expertise of DMSU (2nd level support) are treated accordingly.

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**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 OLA-set limits were violated in this reporting period. Both TPM and DMSU were performing adequately. Tickets arriving to the TPM queue were misrouted on very rare occasions due to HelpDesk personnel turnover.

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

There was no action necessary to address reaction times. They were adequate to the tickets' respective priorities throughout the period. Ticket routing guidelines for TPM were once again revised and improved in reaction to rare misrouting incidents.

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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.)**

No changes in the functioning of 1st and 2nd level support are foreseen for the upcoming reporting period.

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