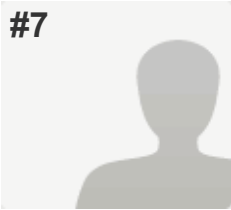**#7**

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, January 18, 2017 1:35:47 PM
Last Modified: Wednesday, January 18, 2017 1:36:57 PM
Time Spent: 00:01:10
IP Address: 195.251.29.53

PAGE 1: Report on performance of the service

Q1: Service   Monitoring services

Q2: The reporting person:

Name   Themis Zamani

E-mail   themis@grnet.gr

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

CNRS: 1.35 PM
GRNET: 4.31 PM
SRCE: 3 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 November we proceeded with a new report with the A/R results of the current and the previous 4 months. At the same time minor changes took place in the customized reports. These changes had no impact on the overall availability and reliability results.
In December there was also an incident in the A/R reports of the month and the percentage values. This was actually a typo in an internal component of the monitoring system, that caused the incident.

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.)

There were no issues in this period.

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

There were no issues with the service during 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.)

In the next period, we plan to migrate to the new messaging service.