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COMPLETE

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Page 1: Report on performance of the service

Q1 Service

Accounting repositories and portal

Q2 The reporting person:

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

Repository (STFC) – 6 PMs

Portal (CESGA) – 2.1 PMs

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. Storage accounting was moved to production at the Repository end, with most sites now publishing. Reduced staffing over Christmas period.

Portal – The period went well, with an A/R generally above 99,98%. The QoS was exceptional all the months, with the exception of September. However the tickets were resolved but a longer time is reported because it wasn't closed properly, for example ticket 130416 was solved in one day but kept open for a longer period of time. The same happened for ticket 130722. The next months the situation was solved, so we don't foresee further actions, apart from a closer follow of the tickets.

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 – No issues with production services. Potential issue during brief power cut at site in November where generator did not start; UPS maintained service availability.

Portal – There were no significant issues in the period. The palliative measures worked well and didn't have to be put into effect.

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

Repository – Site estate service confident that generator will start in future, but we should follow up on this and ensure the right checks have been made.

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 – New version of APEL software to be rolled out to pre-production machines and then production.

Portal – The mitigation activities have increased the A/R and the QoS is excellent, so for the moment no further actions are required. Only a closer look at the tickets to close them when solved is foreseen.
