

#5

COMPLETE

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Page 1: Report on performance of the service

Q1 Service

Activities and services for the long tail of science (human services)

Q2 The reporting person:

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

VUB team : 0.5 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?)

During this period, 23 resources allocation requests were processed. I have got no real big problem to mention, only some remarks that could help in improving the performance of the service (see section 5).

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.)

During this period, the LToS activity was disturbed/disrupted by the fact that the Applications on Demand platform was merged into the EGI Marketplace in October. A new version of the documentation for operators has been issued to take this change into account, but it is not yet finalized.

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

Some users don't specify their professional e-mail address when they fill in the registration form. That obliges us to send another e-mail asking them to proceed again with the registration using their institution mail address, incurring a waste of time. Too me, I would be a real improvement if we could find some way to encourage users to provide their institution e-mail address in the registration form.

In the same vein, we could also reduce the number of mail exchanges (and thus the time to proceed requests) if users were encouraged to provide the contact information of their referee during the registration.

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.)

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