

#10

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, February 01, 2018 2:59:12 PM
Last Modified: Thursday, February 01, 2018 3:03:48 PM
Time Spent: 00:04:36
IP Address: 195.251.29.23

Page 1: Report on performance of the service

Q1 Service

Application DB (virtual appliances and applications library)

Q2 The reporting person:

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

3.74 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?)

No significant operational issues occurred during the period of this report (Jul 2017 - Dec 2017). A few minor problems that occurred were promptly addressed, most commonly within the next business day. As for activities related to operations, some of the most notable items include the migration of the cloud information retrieval mechanism to a new information system, serving both the AppDB portal and VMOPs dashboard alike, the production-grade deployment of the VMOPs dashboard, and the conduction of a VMOPs web seminar under the scope of federated cloud infrastructures.

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.)

On Monday, July 10th, 2017, there was a 1h scheduled downtime, from 13:00 to 14:00, affecting the AppDB and VM Caster services, declared for maintenance reasons. Other than that, five tickets concerning the AppDB portal which were raised in GGUS, were all addressed within the same or next business day, while there was also one more ticket raised due to problems with other services which are related to the AppDB.

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

With regard to the aforementioned scheduled downtime, standard mitigation actions comprised making sure that all affected services were operating properly after the downtime ended. As for the GGUS tickets, standard procedures were applied, which comprised identifying the issues' potential sources, deploying fixes where applicable, disseminating results to the appropriate user groups and communities, and monitoring progress in cases where AppDB services were not primarily involved.

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 Activities planned
