

# #3

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, January 15, 2018 3:06:11 PM  
**Last Modified:** Monday, January 15, 2018 3:45:19 PM  
**Time Spent:** 00:39:08  
**IP Address:** 147.251.17.209

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Page 1: Report on performance of the service

## Q1 Service

## Collaboration tools

## Q2 The reporting person:

Name	<b>Petr Machacek</b>
E-mail	<b>pmac@egi.eu</b>

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

standard support of existing applications, first steps to provide new set of services at the end of the reporting period

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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? )

no significant problems occurred, minor issues were dealt with

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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. )

Some time after installation of new version of Confluence this one application used most resources of the shared server and the synchronization of mailing lists repeatedly unsubscribed and immediately subscribed members, resulting in abundant emails for list owners.

There was one longer planned downtime during upgrade and migration of core EGI SSO LDAP server (2017-07-20).

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

We have tamed the Confluence and tried to more separate different applications.

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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.)

We will upgrade and reconfigure our applications (mostly due to new eoschub.eu services), some of the changes will probably require short outages.

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