

#6

COMPLETE

Collector: Web Link 1 (Web Link)
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Time Spent: 00:32:37
IP Address: 185.22.236.223

Page 1: Report on performance of the service

Q1 Service

Helpdesk human support

Q2 The reporting person:

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

CESNET 7.2
CYFRONET 6

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?)

Human support at 1st and 2nd level was being provided to the usual extent all over the reporting period. There was gradual preparation for the transition to the EOSC era with the new consortium in mind.

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 serious OLA violations. There was a single ticket (#131199) that skewed 1st level average response time for October 2017 but that was a spam attempt where the supporter on shift erroneously failed to set the `waiting for reply` status. For DMSU there was a slight infringement in a top priority ticket (#130087) being responded within 9 rather than the targeted 4 working hours, which happened due to shift misalignment. Aside of that there was a ticket incorrectly routed by 1st level support, but that was quickly corrected.

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

Since there was a negligible number of response times infringements no formal mitigation or corrective action is planned. The essential guidelines for support staff are being reinforced as it is due to the start of the new project period, and the establishment of the new consortium.

Ticket routing guidelines were updated based on the real world experience.

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.)

There is no foreseen change in the extent or quality of support being provided. Human 1st and 2nd level support will continue to be provided in the same manner, subject to the same service level declaration.
