

#12

COMPLETE

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Page 1: Report on performance of the service

Q1 Service

**UMD software provisioning
infrastructure**

Q2 The reporting person:

| | |
|--------|-----------------------------|
| Name | Kostas Koumantaros |
| E-mail | kkoum@admin.grnet.gr |

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

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?)

General maintenance and support

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.)

no issues to report

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

no actions taken

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.)

IASA will take over this service from 1/1/18
