MS109: NGI International Tasks Review

NGI self-assessment

NGI International Task Review MS109

NGI International Task Review MS109

This page contains the links to the individual pages where NGIs are invited to provide their contribution that will become part of the EGI-InSPIRE milestone MS109 "NGI International Task Review" [1]

NGI Assessment by Service

Each NGI should fill its dedicated page following these guidelines:

- Name: name of the service as defined in D2.7 (*already filled*)
- Description: description of the service as defined in D2.7 (*already filled*)
- Assessment: please anwer the following questions:
  - for infrastructure/technical services:
    - did this service make progress since the start of the project (did it improve functionally and in its stability?)
    - is it used? if it is, are you planning to consolidate/expand it?
  - for human services:
    - did you establish working communication links between NGI partners and with EGI.eu?
    - how do you evaluate is the impact of the activity?
  - for all:
    - is current funding adequate to the amount of effort needed?
    - is this service sustainable? assess from the non-technical viewpoint, what was achieved during year 1 (evaluate funding level vs effort required, sustainability plans for service)
- Score: assign a score to the service according to your overall level of satisfaction
  - 0 = not applicable
  - 1 = An unacceptable level of service was delivered
  - 2 = A level of service that was below expectations was delivered
  - 3 = An acceptable service level has been delivered
  - 4 = A level of service that exceeded expectations was delivered, but there is scope for even further improvement.
  - 5 = An excellent service has been delivered that should be considered as best practice
- How to Improve: identify which managerial problems should be addressed to improve the NGI service during 2011 and the solutions you would like to propose; highlight also if EGI.eu can contribute to improvement of the NGI service

List of NGIs

1. Albania
2. Armenia
3. Belarus
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26. Netherlands
27. Norway
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29. Romania
30. Serbia
31. Slovakia
32. Slovenia
33. Sweden
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35. Turkey
36. United Kingdom
37. Russia

References

[1] https://documents.egi.eu/document/315

NGI International Task Review MS109 Albania

Introduction

User Services

Human Services (Table 1)

Table 1: NGI Assessment: User Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA3.3N	U-N-3 U-N-13	Requirements Gathering	0	0-5	
NA3.3N	U-N-14 U-N-15	Application Database	0	0-5	
NA3.3N	U-N-16 U-N-17	Training	0	0-5	
NA3.3N	U-N-12 U-N-18 U-N-19	Consultancy	0	0-5	

Operations Services

Human Services (Table 2)

Table 2: NGI Assessment: Operations Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.4N	O-N-9	Requirements Gathering	your assessment here	0-5	how to improve
SA1.1N	O-N-9	Operations Coordination	0	0-5	
SA1.2N	O-N-9	Security	0	0-5	

Infrastructure Services (Table 3)

Table 3: NGI Assessment: Operations Services >> Infrastructure Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.3N	O-N-9	Software Rollout	0	0-5	
SA1.4N	O-N-3	Monitoring	0	0-5	
SA1.5N	O-N-2	Accounting	0	0-5	
SA1.4N	O-N-1 O-N-4	Configuration Repository and Operations Portal	0	0-5	
SA1.6N SA1.7N	O-N-6 O-N-7	Helpdesk	0	0-5	
SA1.8N	O-N-5 O-N-8	Core Services	0	0-5	

Other (Table 4)

Table 4: NGI Assessment: Other

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA2.3N		Policy Development	0	0-5	
NA2.2N	E-N-2	Dissemination	0	0-5	

NGI International Task Review MS109 Armenia

Introduction

User Services

Human Services (Table 1)

Table 1: NGI Assessment: User Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA3.3N	U-N-3 U-N-13	Requirements Gathering	requirements from user group are gathered by organizing meetings or by using internal communication channels like mailing lists,	3	harmonization and development
NA3.3N	U-N-14 U-N-15	Application Database	no funding	0	-
NA3.3N	U-N-16 U-N-17	Training	training events were done informally	2	Development of Training Portal and organizing more training events
NA3.3N	U-N-12 U-N-18 U-N-19	Consultancy	consultancies for new users are provided through physical meetings	3	specialize the consultancy offer by preparing materials and guides

Operations Services

Human Services (Table 2)

Table 2: NGI Assessment: Operations Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.4N	O-N-9	Requirements Gathering	performed during regular ArmNGI Consortium and administrators meetings	3	use ticketing system
SA1.1N	O-N-9	Operations Coordination	quick response	0	-
SA1.2N	O-N-9	Security	quick response	0	-

Infrastructure Services (Table 3)

Table 3: NGI Assessment: Operations Services >> Infrastructure Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.3N	O-N-9	Software Rollout	no funding	0	-
SA1.4N	O-N-3	Monitoring	GSTAT, GANGLIA	0	-
SA1.5N	O-N-2	Accounting	all sites migrated to APEL	0	-
SA1.4N	O-N-1 O-N-4	Configuration Repository and Operations Portal	using central operations portal	0	-
SA1.6N SA1.7N	O-N-6 O-N-7	Helpdesk	use GGUS directly	3	under consideration
SA1.8N	O-N-5 O-N-8	Core Services	BDII, LFC, MyProxy, WMS	0	-

Other (Table 4)

Table 4: NGI Assessment: Other

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA2.3N		Policy Development	no funding	0	-
NA2.2N	E-N-2	Dissemination	no funding	0	-

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User Services

Human Services (Table 1)

Table 1: NGI Assessment: User Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA3.3N	U-N-3 U-N-13	Requirements Gathering	write here	0-5	write here
NA3.3N	U-N-14 U-N-15	Application Database	write here	0-5	write here
NA3.3N	U-N-16 U-N-17	Training	write here	0-5	write here
NA3.3N	U-N-12 U-N-18 U-N-19	Consultancy	write here	0-5	write here

Operations Services

Human Services (Table 2)

Table 2: NGI Assessment: Operations Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.4N	**O-N-9**	Requirements Gathering	your assessment here	0-5	how to improve
SA1.1N	**O-N-9**	Operations Coordination	This activity is fully operational.	3	NGI_BY needs to adapt the operational documents to its regional value.
SA1.2N	**O-N-9**	Security	The service is at the low level.	2	more effort is required.

Infrastructure Services (Table 3)

Table 3: NGI Assessment: Operations Services >> Infrastructure Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.3N	**O-N-9**	Software Rollout	Updates applied regularly.	3	write here
SA1.4N	**O-N-3**	Monitoring	Service monitoring has made progress since the start of the project with the help of EGI tools Nagios and Dashboard available for regional installation.	3	more effort is required to improve the service
SA1.5N	**O-N-2**	Accounting	Migration from R-GMA to Active MQ APEL. All Belarus sites finished migration. Sites are regularly checked for completeness of accounting data published to central repository and republication follows if necessary.	3	write here
SA1.4N	**O-N-1** **O-N-4**	Configuration Repository and Operations Portal	Regional Operations Portal was setup and has significantly improved the joint work of site's administrators.	3	write here
SA1.6N **SA1.7N**	**O-N-6** **O-N-7**	Helpdesk	NGI_BY helpdesk system was setup but is not used at the moment due to the very convenient use of GGUS. So the service is provided completely by GGUS.	5	at the moment the service is perfect
SA1.8N	**O-N-5** **O-N-8**	Core Services	The core services of NGI_BY had some progress from the start of the project: they have been moved to the new hardware which made the services sustainable.	3	write here

Other (Table 4)

Table 4: NGI Assessment: Other

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA2.3N		Policy Development	write here	0-5	write here
NA2.2N	E-N-2	Dissemination	write here	0-5	write here

NGI International Task Review MS109 Bulgaria

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User Services

Human Services (Table 1)

Table 1: NGI Assessment: User Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA3.3N	U-N-3 U-N-13	Requirements Gathering	write here	0-5	write here
NA3.3N	U-N-14 U-N-15	Application Database	write here	0-5	write here
NA3.3N	U-N-16 U-N-17	Training	write here	0-5	write here
NA3.3N	U-N-12 U-N-18 U-N-19	Consultancy	write here	0-5	write here

Operations Services

Human Services (Table 2)

Table 2: NGI Assessment: Operations Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.4N	O-N-9	Requirements Gathering	your assessment here	0-5	how to improve
SA1.1N	O-N-9	Operations Coordination	write here	0-5	write here
SA1.2N	O-N-9	Security	write here	0-5	write here

Infrastructure Services (Table 3)

Table 3: NGI Assessment: Operations Services >> Infrastructure Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.3N	O-N-9	Software Rollout	write here	0-5	write here
SA1.4N	O-N-3	Monitoring	write here	0-5	write here
SA1.5N	O-N-2	Accounting	write here	0-5	write here
SA1.4N	O-N-1 O-N-4	Configuration Repository and Operations Portal	write here	0-5	write here
SA1.6N SA1.7N	O-N-6 O-N-7	Helpdesk	write here	0-5	write here
SA1.8N	O-N-5 O-N-8	Core Services	write here	0-5	write here

Other (Table 4)

Table 4: NGI Assessment: Other

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA2.3N		Policy Development	write here	0-5	write here
NA2.2N	E-N-2	Dissemination	write here	0-5	write here

NGI International Task Review MS109 Bosnia and Herzegovina

Introduction

User Services

Human Services (Table 1)

Table 1: NGI Assessment: User Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA3.3N	U-N-3 U-N-13	Requirements Gathering	write here	0-5	write here
NA3.3N	U-N-14 U-N-15	Application Database	write here	0-5	write here
NA3.3N	U-N-16 U-N-17	Training	write here	0-5	write here
NA3.3N	U-N-12 U-N-18 U-N-19	Consultancy	write here	0-5	write here

Operations Services

Human Services (Table 2)

Table 2: NGI Assessment: Operations Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.4N	O-N-9	Requirements Gathering	Small community makes direct contact prefered solution	3	Education efforts should (and have already been) increased
SA1.1N	O-N-9	Operations Coordination	Small number of sites closely cooperating	4	Help migration of sites to EGI infrastructure where applicable
SA1.2N	O-N-9	Security	Security related problems were properly followed	4	Improve NGI security related infrastructure and resources

Infrastructure Services (Table 3)

Table 3: NGI Assessment: Operations Services >> Infrastructure Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.3N	O-N-9	Software Rollout	Small number of sites simplifies rollout, but must plan for larger infrastructure	3	This issue will need to be tackled more directly when the NGI infrastructure increases
SA1.4N	O-N-3	Monitoring	National Nagios monitoring as well as SEE-GRID based monitoring are operational, we are providing monitoring for sites that are not a part of any production infrastructure in the region via BBmSAM system at BA-01-ETFBL site. We are also developing a grid monitoring SNMP bridge/adapter in order to enable easier monitoring of all the layers of the infrastructure in exiting network management/monitoring systems (to ease debugging and enable closer cooperation with REN).	5	Continue working and adapt to new requirements
SA1.5N	O-N-2	Accounting	Just one site certified and using ActiveMQ	2	This issue will need to be tackled more directly when the NGI infrastructure increases
SA1.4N	O-N-1 O-N-4	Configuration Repository and Operations Portal	Usage as expected (some minor inaccessibility issues with Dashboard)	3	Introduce proper mobile optimized page
SA1.6N SA1.7N	O-N-6 O-N-7	Helpdesk	Small NGI using central GGUS. Some issues with GGUS access via X.509 certificates are being dealt with	3	When time comes create national helpdesk
SA1.8N	O-N-5 O-N-8	Core Services	Core services working properly. CA does not exist, activities on setting up NGI CA in progress	3	Set up CA and redundant services

Other (Table 4)

Table 4: NGI Assessment: Other

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA2.3N		Policy Development	Policies implemented on best effort basis	2	Implement all applicable policies (serious work needed in some areas)
NA2.2N	E-N-2	Dissemination	Dissemination 9and training) efforts significantly stepped up - close cooperation with HPC related dissemination and HP-SEE project.	3	Focus on a larger number of smaller scale first party events.

NGI International Task Review MS109 Croatia

Introduction

User Services

Human Services (Table 1)

Table 1: NGI Assessment: User Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA3.3N	U-N-3 U-N-13	Requirements Gathering	Croatian NGI has no funding in this activity.	0	
NA3.3N	U-N-14 U-N-15	Application Database	Croatian NGI has no funding in this activity.	0	
NA3.3N	U-N-16 U-N-17	Training	Croatian NGI has no funding in this activity.	0	
NA3.3N	U-N-12 U-N-18 U-N-19	Consultancy	Croatian NGI has no funding in this activity.	0	

Operations Services

Human Services (Table 2)

Table 2: NGI Assessment: Operations Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.4N	O-N-9	Requirements Gathering	Requirements are submitted by the NGI staff. Site admins use local communication channels to discuss requirements with NGI staff. At the beginning of EGI there was no single point for submitting new requirements (thus the lower score). Staff had to use legacy systems (e.g. savannah), general helpdesk or direct email contact. With the clear definition of RT queue for requirements things greatly improved.	3	

| SA1.1N | O-N-9 | Operations Coordination | EGI mailing lists are efficient communication channel. In some cases there is a bit overlap between lists which leads to repeated emails, however this is problem of senders not the system itself. We find OMBs useful, but it would be better to make them shorter. Croatian NGI members also regularly attend Grid Operations Meetings. | 4 | Make clear distinction between mailing lists and instruct staff to stick to only specific lists. Make OMBs shorter. It could be possible to move more technical topics to Grid Operations Meetings. OMB could then focus on policies and big changes in the infrastructure. |
| SA1.2N | O-N-9 | Security | Security activity is well organized with well defined procedures. The problem is that the funding level for this activity is extremely small. The biggest issue are service security challenges which require a lot more resources than we have been allocated. | 3 | Service security challenge system and procedure should be modified to fit the effort allocated to this activity. |

Infrastructure Services (Table 3)

Table 3: NGI Assessment: Operations Services >> Infrastructure Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.3N	O-N-9	Software Rollout	Croatian NGI participates in staged rollout of APEL and in some cases SAM/Nagios. At the beginning of project software release procedure was not defined and EGEE process was used. This required staff to become familiar both with legacy systems (i.e. savannah) and the new system.	3	We expect that the whole activity will become much more stable once all middleware components start using EGI software release process.
SA1.4N	O-N-3	Monitoring	Croatian NGI has been running national instance of SAM/Nagios from the beginning of project. System is fairly stable, but first year saw a lot of releases and changes in components. SAM/Nagios is released through official release process so major bugs are spotted before deployment in production.	4	In the following years we expect that releases will happen less often. With the transition of development of Nagios probes to EMI we expect to see improved probes.
SA1.5N	O-N-2	Accounting	All sites migrated from the old RGMA based service to the new ActiveMQ service in 2010. Croatian NGI has no national accounting instance, as the regional APEL has not yet been released. National instance will be deployed once the regional APEL is released.	4	
SA1.4N	O-N-1 O-N-4	Configuration Repository and Operations Portal	Croatian NGI has no national GOCDB or Operations portal instance. ROD staff primarily relies on SAM/Nagios as source of alarms so central Operations portal is an overhead. We do not plan to deploy national Operations portal. Deployment of national GOCDB will be assessed once the regional GOCDB with MySQL support is released.	3	
SA1.6N SA1.7N	O-N-6 O-N-7	Helpdesk	Croatian NGI has no national helpdesk interfaces with GGUS and we do not plan to deploy one. We currently use support unit in the central GGUS and find it satisfactory.	5	
SA1.8N	O-N-5 O-N-8	Core Services	Croatian NGI have been running top BDII, MyProxy and national CA since EGEE. There are no issues to report with these services. We expect short increase in effort once the EMI is released.	5	

Other (Table 4)

Table 4: NGI Assessment: Other

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA2.3N		Policy Development	Croatian NGI has no funding in this activity.	0	
NA2.2N	E-N-2	Dissemination	Croatian NGI has no funding in this activity.	0	

NGI International Task Review MS109 Cyprus

Introduction

User Services

Human Services (Table 1)

Table 1: NGI Assessment: User Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA3.3N	U-N-3 U-N-13	Requirements Gathering	User requirements are gathered through mailing lists, Users contact support team for any new requirements through email. Later we arrange meetings to discus and write down with details their requirements.	3	-
NA3.3N	U-N-14 U-N-15	Application Database	we use at the moment the App database only to search for application that are available to grid users. Until now we did not register any of our applications in the database. Our intention is to register our application in the database.	2	-
NA3.3N	U-N-16 U-N-17	Training	We arrange trainings on demand, and have performed many one to one trainings. Also once per year we organize training events in order to bring new user to e-infrastructure.	3	-
NA3.3N	U-N-12 U-N-18 U-N-19	Consultancy	Consulting is done in face to face meetings that we organize in order to attract new users to join the grid infrastructure.	2	-

Operations Services

Human Services (Table 2)

Table 2: NGI Assessment: Operations Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.4N	O-N-9	Requirements Gathering	your assessment here	0-5	how to improve
SA1.1N	O-N-9	Operations Coordination	write here	0-5	write here
SA1.2N	O-N-9	Security	write here	0-5	write here

Infrastructure Services (Table 3)

Table 3: NGI Assessment: Operations Services >> Infrastructure Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.3N	O-N-9	Software Rollout	write here	0-5	write here
SA1.4N	O-N-3	Monitoring	CYGRID_NGI is running successfully Nagios-Box for monitoring purposes.	4	write here
SA1.5N	O-N-2	Accounting	CYGRID_NGI use the EGI central accounting service.	0-5	write here
SA1.4N	O-N-1 O-N-4	Configuration Repository and Operations Portal	write here	3	write here
SA1.6N SA1.7N	O-N-6 O-N-7	Helpdesk	Since we are a small NGI we use GGUS system	4	write here
SA1.8N	O-N-5 O-N-8	Core Services	write here	0-5	write here

Other (Table 4)

Table 4: NGI Assessment: Other

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA2.3N		Policy Development	write here	0-5	write here
NA2.2N	E-N-2	Dissemination	CyGrid during the first year in EGI, has promoted their work mainly concentrating in its visibility to the user communities, most important activities of dissemination had been in the form of training events and support to the users. The NGI website, http://cygrid.org.cy has proved to be an important medium for disseminating activities and findings to a larger audience. Activities have been made available on the website. Researchers have contacted us via the website requesting information. Other channels for dissemination were a number of Scientific Papers presented at international conferences, seminars and workshops. CyGrid has participated in a number of scientific events organized at national level. Further dissemination took the form of Lectures and discussions organised by CyGrid team members.	4.5 (according to funds available)	For the second year, we plan to maintain our visibility through the local website, and be more active in the organization of scientific events and the production of material, being through Lectures, teaching material, workshops or discussions, and to find further opportunities for dissemination

			Due to the funding allocated to this activity, the amount of effort required for such an activity is not covered by its funding. With 8.75 hours funded per month, it is difficult to manage the part where materials are needed to be produced, the website maintainance and the necessary effort in the form of travelling to events. For the moment, the activity is sustainable. We have achieved a greater visibility to the national user community, and this has been of big importance.		

NGI International Task Review MS109 Czech Republic

Introduction

User Services

Human Services (Table 1)

Table 1: NGI Assessment: User Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA3.3N	**U-N-3 U-N-13**	Requirements Gathering	User requirements are usually gathered via request tracking system or in direct interaction with the users.	0-5	
NA3.3N	**U-N-14 U-N-15**	Application Database	It is not used at the moment.	0-5	
NA3.3N	**U-N-16 U-N-17**	Training	Trainings are organized regularly once a year for whole NGI and in additional on a user community request.	0-5	
NA3.3N	**U-N-12 U-N-18 U-N-19**	Consultancy	Consultancy is provided via help desk (request tracking system) and in direct interaction with user communities.	0-5	

Operations Services

Human Services (Table 2)

Table 2: NGI Assessment: Operations Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.4N	**O-N-9**	Requirements Gathering	your assessment here	0-5	how to improve
SA1.1N	**O-N-9**	Operations Coordination		0-5	
SA1.2N	**O-N-9**	Security		0-5	

Infrastructure Services (Table 3)

Table 3: NGI Assessment: Operations Services >> Infrastructure Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.3N	**O-N-9**	Software Rollout		0-5	
SA1.4N	**O-N-3**	Monitoring		0-5	
SA1.5N	**O-N-2**	Accounting		0-5	
SA1.4N	**O-N-1** **O-N-4**	Configuration Repository and Operations Portal		0-5	
SA1.6N **SA1.7N**	**O-N-6** **O-N-7**	Helpdesk	A regional Request Tracking System is interfered to GGUS. It serves both national and international user communities.	0-5	
SA1.8N	**O-N-5** **O-N-8**	Core Services		0-5	

Other (Table 4)

Table 4: NGI Assessment: Other

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA2.3N		Policy Development		0-5	
NA2.2N	**E-N-2**	Dissemination		0-5	

NGI International Task Review MS109 Denmark

Introduction

User Services

Human Services (Table 1)

Table 1: NGI Assessment: User Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA3.3N	U-N-3 U-N-13	Requirements Gathering	write here	0-5	write here
NA3.3N	U-N-14 U-N-15	Application Database	write here	0-5	write here
NA3.3N	U-N-16 U-N-17	Training	write here	0-5	write here
NA3.3N	U-N-12 U-N-18 U-N-19	Consultancy	write here	0-5	write here

Operations Services

Human Services (Table 2)

Table 2: NGI Assessment: Operations Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.4N	O-N-9	Requirements Gathering	your assessment here	0-5	how to improve
SA1.1N	O-N-9	Operations Coordination	write here	0-5	write here
SA1.2N	O-N-9	Security	write here	0-5	write here

Infrastructure Services (Table 3)

Table 3: NGI Assessment: Operations Services >> Infrastructure Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.3N	O-N-9	Software Rollout	write here	0-5	write here
SA1.4N	O-N-3	Monitoring	write here	0-5	write here
SA1.5N	O-N-2	Accounting	write here	0-5	write here
SA1.4N	O-N-1 O-N-4	Configuration Repository and Operations Portal	write here	0-5	write here
SA1.6N SA1.7N	O-N-6 O-N-7	Helpdesk	write here	0-5	write here
SA1.8N	O-N-5 O-N-8	Core Services	write here	0-5	write here

Other (Table 4)

Table 4: NGI Assessment: Other

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA2.3N		Policy Development	write here	0-5	write here
NA2.2N	E-N-2	Dissemination	write here	0-5	write here

NGI International Task Review MS109 Finland

Introduction

User Services

Human Services (Table 1)

Table 1: NGI Assessment: User Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA3.3N	U-N-3 U-N-13	Requirements Gathering	Requirements are gathered through direct communication between the NGI_FI support people and researchers.	3	No immediate pressure to improve
NA3.3N	U-N-14 U-N-15	Application Database	The existence of the Apps database were noticed very recently so no benefit from it yet. We need to start putting our application information there in .	2	Better dissemination of the AppDB to users.
NA3.3N	U-N-16 U-N-17	Training	NGI_FI arranges twice a year training for grid users and on request also for resource site administrators	4	Training for collaboration possibilities and different VOs under EGI could be improved.
NA3.3N	U-N-12 U-N-18 U-N-19	Consultancy	NGI_FI gives consultancy for all (grid)user support requests and actively tries to attract new research groups / communities by personal consulting.	4	Better documentation and tool generalization from individual support cases.

Operations Services

Human Services (Table 2)

Table 2: NGI Assessment: Operations Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.4N	**O-N-9**	Requirements Gathering	No specific requirements gathering process in place. Requirements arise from daily operations. NGI provides input, e.g. to OMB when new requirements are foreseen	4	more effectively push also non critical requirements
SA1.1N	**O-N-9**	Operations Coordination	Operational coordination is sufficient to provide good quality experience for national grid infrastructure users. NGI_FI participates frequently in OMB meetings.	3	we are currently both renewing the hardware in national resource centers and at the same time also further strengthening operational practices.
SA1.2N	**O-N-9**	Security	NGI_FI has a good collaboration with head of security in NDGF and information about vulnerabilities is propagated appropriately. Also local operators very actively follow possibly security threats and reacts on those.	4	Named security contacts in each resource center are needed and sites could react even more quickly on security alerts and fixes.

Infrastructure Services (Table 3)

Table 3: NGI Assessment: Operations Services >> Infrastructure Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.3N	**O-N-9**	Software Rollout	The software rollout works very well. New releases and bugfixes of the ARC middleware are installed in a timely manner on all systems within NGI_FI	4	-
SA1.4N	**O-N-3**	Monitoring	NAGIOS monitoring has been deployed for CSC resources and other sites will be included when new hardware are operational	3	Monitoring of ARC resources through EGI will surely still arise some technical issues in probes
SA1.5N	**O-N-2**	Accounting	The new version of SGAS accounting tool is deployed. Also old accounting data was converted to the new system. Relevant statistics are transferred through NDGF to central APEL database	4	Better visualization of data for Principal investigators regarding their usage of resurces through different middlewares
SA1.4N	**O-N-1** **O-N-4**	Configuration Repository and Operations Portal	We have not deployed the regionalized versions of these tools.	0	no current plans to deploy these in the near future
SA1.6N **SA1.7N**	**O-N-6** **O-N-7**	Helpdesk	We have our own RT system at national level which is not connected to GGUS.	3	Also DEISA/PRACE has its own ticketing system, maybe we could have one for European computing infrastructures. Then it would be more attractive to connect national ones with it.
SA1.8N	**O-N-5** **O-N-8**	Core Services	Core services provided by NGI_FI (e.g. GIIS, sBDII, VOMS) works fine.	4	-

Other (Table 4)

Table 4: NGI Assessment: Other

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA2.3N		Policy Development	NGI_FI is active in EGI policy work in different levels. Local policies are adapted to match EGI ones when possible.	4	Provisioning of cloud and visualized resources need to incorporated to many policies.
NA2.2N	**E-N-2**	Dissemination	EGI activities are disseminated through various channels (CSC magazines, user mailing lists).	4	Dissemination of local activities towards EGI could be improved

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Introduction

User Services

Human Services (Table 1)

Table 1: NGI Assessment: User Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA3.3N	**U-N-3** **U-N-13**	Requirements Gathering	Requirement gathering is done through a dedicated mailing list	3	There is scope for improvement by the establishment of a scalable process.
NA3.3N	**U-N-14** **U-N-15**	Application Database	write here	0-5	write here
NA3.3N	**U-N-16** **U-N-17**	Training	NGI_France has a dedicated training activity which organise regular training sessions for users and administrators alike	4	There is scope for improvement in the set-up of dedicated scalable training infrastructure and services concerning certification authority and security policies.
NA3.3N	**U-N-12** **U-N-18** **U-N-19**	Consultancy	write here	0-5	write here

Operations Services

Human Services (Table 2)

Table 2: NGI Assessment: Operations Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.4N	O-N-9	Requirements Gathering	Requirements are gathered per activity, following NGI initial operations model of working groups. There is also a requirement gathering process in place during our regular visio-conferences	3	A better formalism is needed, especially to handle gathered requirements (ideally could be interfaced with EGI RT system)
SA1.1N	O-N-9	Operations Coordination	Coordination is done through dedicated mailing lists, monthly visio-conferences and face to face meetings when appropriate.	3	Gathering urgent feedback from sites is sometimes difficult
SA1.2N	O-N-9	Security	NGI security officers team is distributed and is working well overall. Security workshops with sites have been held regularly : Integration of security within certification process has been achieved.	4	Improvement through a national security monitoring framework set-up

Infrastructure Services (Table 3)

Table 3: NGI Assessment: Operations Services >> Infrastructure Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.3N	O-N-9	Software Rollout	NGI_FRANCE is early adopter for 4 components	3	Communication channel and technical information between local experts in France and s/w provider could be reinforced
SA1.4N	O-N-3	Monitoring	National Nagios is fully operational. It is hosted at IN2P3-CC and its administration is currently shared between 4 sites. A nagios instance has also been deployed for specific VO monitoring in collaboration with the Biomed VO. Also, Network Monitoring (improvement of netjobs) & Network Troubleshooting (HINT s/w) has been delivered additionnally by NGI_France	4	There is scope for improvement in the deployment of monitoring instances for test infrastructures
SA1.5N	O-N-2	Accounting	A national accounting DB gathers accounting records for all French sites. They are then published to the central repository through a single glite-APPEL node. One site (IN2P3-CC) publishes to the central repository through direct insertion.	4	The national DB gives scope to the establishment of a national accounting server. Direct publication for IN2P3-CC will be replaced by summary publication through Messaging
SA1.4N	O-N-1 O-N-4	Configuration Repository and Operations Portal	NGI_France uses the central GOCDB and the central Operations Portal/Dashboard. Participation of France in the regionalization Task Force.	4	There is scope to use the regional GOCDB when it is available.
SA1.6N SA1.7N	O-N-6 O-N-7	Helpdesk	NGI_France operates through a local helpdesk (Xhelp) interfaced with GGUS.	3	Better coupling of local and central helpdesk is needed. Also, local helpdesk is specific to one site and this is not a sustainable solution in the long-run.
SA1.8N	O-N-5 O-N-8	Core Services	2 Nagios box HA configured, 2 top bdii HA configured, LFC and VOMS configured for international VOs. Since EGEE, effort has been set on the Nagios set-up and the virtualization.	4	There is scope for improvement in the virtualization of most services - Nagios, Bdii, VOMS already done namely at IN2P3-CC.

Other (Table 4)

Table 4: NGI Assessment: Other

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA2.3N		Policy Development	NGI_France has been actively developing a technical roadmap that includes security and resource allocation policies	4	resource allocation policy at NGI level to be discussed at EGI level to harmonize policies among NGIs. France is involved in the EGI council task force on user communities
NA2.2N	E-N-2	Dissemination	NGI_France is a very young NGI. In 2010, it has set up a unique entry point to all its services. The EGI Technical Forum will be the opportunity to make it more visible at a national level and to promote EGI in France	4	Better communication tools (posters, leaflets) are under design.More visibility is also needed in the media

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Introduction

User Services

Human Services (Table 1)

Table 1: NGI Assessment: User Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA3.3N	**U-N-3** **U-N-13**	Requirements Gathering	Currently only one application is running at GRENA-01-GE site. Requirements from user group are gathered in direct interaction with them.	3	Better system needs to be in place after application number will be increased.
NA3.3N	**U-N-14** **U-N-15**	Application Database	We have not application database yet.	0	Inclusion of information regarding application database in trainings.
NA3.3N	**U-N-16** **U-N-17**	Training	During October $25 - 29$, 2010 the First CERN ATLAS-South Caucasus Software / Computing Workshop & Tutorial was conducted in Georgia and GRENA was one of the organizer of the event.	2	More training and dissemination events are needed.
NA3.3N	**U-N-12** **U-N-18** **U-N-19**	Consultancy	Consultancy are provided through physical meetings and phone conferences.	3	In future better documentation will be needed for individual support cases.

Operations Services

Human Services (Table 2)

Table 2: NGI Assessment: Operations Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.4N	O-N-9	Requirements Gathering	NGI_GE has only one GRENA-01-GE site, because of this no specific requirements gathering process is in place. Requirements arise from daily operations.	3	Better system needs to be in place after number of sites and applications will be increased.
SA1.1N	O-N-9	Operations Coordination	NGI_GE has no funding in this activity.	0	write here
SA1.2N	O-N-9	Security	NGI_GE has no funding in this activity.	0	write here

Infrastructure Services (Table 3)

Table 3: NGI Assessment: Operations Services >> Infrastructure Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.3N	O-N-9	Software Rollout	NGI_GE has no funding in this activity.	0	write here
SA1.4N	O-N-3	Monitoring	Monitoring of GRENA-01-GE site is currently done by Serbian NGI.	0	NAGIOS monitoring will be deployed when new sites will be established at NGI_GE.
SA1.5N	O-N-2	Accounting	NGI_GE has no funding in this activity.	0	write here
SA1.4N	O-N-1 O-N-4	Configuration Repository and Operations Portal	We have not deployed the central configuration repository and the Operations Dashboard tools.	0	No plans to deploy these in the near future.
SA1.6N SA1.7N	O-N-6 O-N-7	Helpdesk	There is no need to deploy national helpdesk system.	3	Own RT system will be needed after number of sites and applications will be increased.
SA1.8N	O-N-5 O-N-8	Core Services	NGI_GE has no funding in this activity.	0	write here

Other (Table 4)

Table 4: NGI Assessment: Other

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA2.3N		Policy Development	NGI_GE has no funding in this activity.	0	write here
NA2.2N	E-N-2	Dissemination	NGI_GE has no funding in this activity.	0	write here

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Introduction

User Services

Human Services (Table 1)

Table 1: NGI Assessment: User Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA3.3N	U-N-3 U-N-13	Requirements Gathering	There is no tool on national level for this. Requirements are gathered through regular meetings: "Beirat" (board for communities), SuKo (User support coordination group), ...	3	Clearly defined interfaces between national tools (e.g. inside national help desk) and the central tool (EGI-RT) would be helpful.
NA3.3N	U-N-14 U-N-15	Application Database	NGI-DE started to register applications in the AppDB.	3	More dissemination of AppDB is needed.
NA3.3N	U-N-16 U-N-17	Training	NGI-DE hosts workshops and trainings, including GridKa School, one of the leading summer schools for Grid computing and e-science.	5	.
NA3.3N	U-N-12 U-N-18 U-N-19	Consultancy	NGI-DE is actively guiding new sites trough the process of certification. NGI-DE supports the users of the Earth Science HUC. Existing national Grid application projects always include dedicated resource providers with Grid consultants.	4	Consultancy on the international infrastructure needs to be provided to national projects.

Operations Services

Human Services (Table 2)

Table 2: NGI Assessment: Operations Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.4N	O-N-9	Requirements Gathering	There is no tool on national level for this. Requirements are gathered through regular meetings: ops meetings, "Beirat" (board for providers), SuKo (User support coordination group), ...	3	Clearly defined interfaces between national tools (e.g. inside national help desk) and the central tool (EGI-RT) would be helpful.
SA1.1N	O-N-9	Operations Coordination	NGI-DE has a fortnightly ops meeting to coordinate nationally and report to the German OMB member and from the OMB to the sites. NGI-DE regularly participates in the OMB meetings.	4	.
SA1.2N	O-N-9	Security	Overall security monitoring is good, since there is an active group of security officers in the NGI-DE, and coordination with DFN-CERT is operational at the national level.	4	Former EGEE sites have a named security contact, this has to be extended to all NGI-DE sites (Issue is covered by the certification process).

Infrastructure Services (Table 3)

Table 3: NGI Assessment: Operations Services >> Infrastructure Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.3N	O-N-9	Software Rollout	NGI-DE is actively participating in the staged roll-out process and is early adopter for some components.	4	.
SA1.4N	O-N-3	Monitoring	Monitoring of former EGEE sites and new NGI-DE sites is in production.	3	Integration of national and international sites into one monitoring. Certification processes for sites with UNICORE 6, Globus Toolkit 4 and Globus Toolkit 5 is needed.
SA1.5N	O-N-2	Accounting	Accounting is active on a national level for all middlewares. Accouting data is published (if appropriate and possible) into the central database.	3	Integration of national and international sites into one accounting infrastructure. Publishing of accounting data is large data privacy protection issue for several communities in Germany.
SA1.4N	O-N-1 O-N-4	Configuration Repository and Operations Portal	NGI-DE is using the regionalized view of central Ops Portal. No plans to run a national portal. A national of GOCDB is currently being set up.	4	National GOCDB must be able to list national services and middleware not supported by EGI, but NGI-DE like community requested Globus Toolkit 4.
SA1.6N SA1.7N	O-N-6 O-N-7	Helpdesk	NGI-DE provides a joined help desk for EGI-InSPIRE and D-Grid in Germany and is synced with GGUS. There is also an archive for EGEE tickets of ROC-DECH (Germany/Switzerland).	5	It's already fully operational.
SA1.8N	O-N-5 O-N-8	Core Services	Core Services are active on a national level for all middlewares. National services are linked with central services, where applicable.	4	Better integration of new middlewares like Globus and UNICORE in EGI.

Other (Table 4)

Table 4: NGI Assessment: Other

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA2.3N		Policy Development	NGI-DE is active in EGI policy boards. Policies in Germany are based on German law and can be more restrictive then EGI policies, e.g. in the area of data privacy protection and non-proliferation.	4	Policies need to be further assessed to meet national requirements.
NA2.2N	E-N-2	Dissemination	NGI-DE focusses on pro-active dissemination of NGI-DE topics in the media, academia and in schools. Within NGI-DE, KIT acts as a single point of contact for journalists. We also participate in conferences and trade shows, wherever possible as partner of industry and science. NGI-DE also contributes to committes such as OGF. NGI-DE has already been presented at CeBIT and will be presented at OGF31/ISGC.	4	Links from http://www.egi.eu/to http://www.ngi-de.eu/and the other NGI web sites.

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Introduction

User Services

Human Services (Table 1)

Table 1: NGI Assessment: User Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA3.3N	U-N-3 U-N-13	Requirements Gathering	In order to gather users' requirements a mailing list with all the registered to HellasGrid users is used. Also there is a plan to make a survey using on-line questionnaire in order to gather users' requirements and their assessment regarding the use of HellasGrid and EGI infrastructure in general.	3	In order to gather the real requirements of the users' more formal means of communication are preferable (for example an on-line survey). Also the questions of the surveys must be as simple as possible, without make the user to be confused with a lot of technical terminology (for example do you need any more the LCG-CE service?)
NA3.3N	U-N-14 U-N-15	Application Database	Till now 9 applications from HellasGrid has been registered to EGI AppDB.	4	Better dissemination of the AppDB to users.
NA3.3N	U-N-16 U-N-17	Training	NGI GRNET does not offer training services in the context of EGI-InSPIRE project	N/A	N/A
NA3.3N	U-N-12 U-N-18 U-N-19	Consultancy	Consultancy is provided via helpdesk where two mailing lists (user-support and application-support) are used for direct communication of the users with the two main user support teams of HellasGrid. A request tracking system is also used for the better tracking of all users-related issues arised.	4	By constructing updated user-oriented material (cookbooks, user guides, screencasts, etc) concerning mainly issues introduced by decomission of old services and gradual transition to new ones (for example transition from LCG-CE to Cream CE).

Operations Services

Human Services (Table 2)

Table 2: NGI Assessment: Operations Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.4N	O-N-9	Requirements Gathering	Dedicated technical mailing lists and bi-weekly technical are used for gathering of requirements	4	Provide additional information ahead of the survey, plan ahead for the next ones and provide well structured and detailed surveys
SA1.1N	O-N-9	Operations Coordination	Coordination is mainly provided by bi-weekly operation meetings and is followed up by the NGI_GRNETs help-desk and technical mailing lists.	4	A steady flow of information coming from EGI.eu and the Technology providers is needed in order to improve this service.
SA1.2N	O-N-9	Security	Security officers are well trained and organized, with fast response to security issues.	5	No Improvement necessary the Security Team is more than adequate for the job.

Infrastructure Services (Table 3)

Table 3: NGI Assessment: Operations Services >> Infrastructure Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.3N	O-N-9	Software Rollout	Software Rollout is handled with caution so that we do not affect the user of our infrastructure, GR-11-Upatras and HG-03-AUTH sites participate as early adopters and provide vital inside information on the next software rollouts.	4	We would appreciate a public roadmap for then next major software-rollouts.
SA1.4N	O-N-3	Monitoring	National and Regional Nagios box was run successfully for monitoring purposes. Additionally we run national operations portal to handle alarms.	4	Stable and scalable versions of the regional /national operations Portal are pre-requisite to improve this service
SA1.5N	O-N-2	Accounting	We use both the EGI central accounting service and a national one based on HLR Mon	3	We would like to be able to extract User DNs for regional VOs such as the SEE vo in order to correlate them with our User Registration database to provide Usage per-discipline for National purposes.
SA1.4N	O-N-1 O-N-4	Configuration Repository and Operations Portal	GOCDB is used as a configuration database.	4	GOCDB 4 appears to be rather slow and cumbersome to schedule a downtime for a whole site, we would appreciate therefore some improvements in this area.
SA1.6N SA1.7N	O-N-6 O-N-7	Helpdesk	NGI_GRNETs help-desk is based on Resource Tracker and is integrated with GGUS through Web-services providing a stable and reliable service.	5	No Improvement necessary
SA1.8N	O-N-5 O-N-8	Core Services	NGI_GRNEThas successfully deployed all core Grid services (3 sets of Top_BDII and WMS-LB with a failover round robin dns mechanism controlled by Nagios Tests, VOMS, FTS, and LFC service instances). NGI_GRNET also runs its national CA (HellasGRID CA). NGI_GRNET core services are used at international level by many of NGIs within Europe.	5	No Improvement necessary

Other (Table 4)

Table 4: NGI Assessment: Other

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA2.3N		Policy Development	NGI_GRNET and AUTH Lead the OLA group and actively participate as much as possible to other policy groups	4	Contribute more information to the best practices task force.
NA2.2N	E-N-2	Dissemination	We run a National Web site which is rather outdated but it is planed to be improved. Our dissemination efforts however are about to be improved in order to offer a better service to out users.	3	Launch new and updated web-site with information for both existing and new-users that wish to start using the grid.

NGI International Task Review MS109 Hungary

Introduction

User Services

Human Services (Table 1)

Table 1: NGI Assessment: User Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA3.3N	U-N-3 U-N-13	Requirements Gathering	write here	0-5	write here
NA3.3N	U-N-14 U-N-15	Application Database	write here	0-5	write here
NA3.3N	U-N-16 U-N-17	Training	write here	0-5	write here
NA3.3N	U-N-12 U-N-18 U-N-19	Consultancy	write here	0-5	write here

Operations Services

Human Services (Table 2)

Table 2: NGI Assessment: Operations Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.4N	O-N-9	Requirements Gathering	N/A	0	Need more grid users to gather useful input
SA1.1N	O-N-9	Operations Coordination	Sufficient level of internal coordination. Small NGI requires little effort.	4	Future improvement only needed with more NGI sites.
SA1.2N	O-N-9	Security	Quick incident response handling and good coordination.	5	Internal security management tools are tested, deployment planned in 2011.

Infrastructure Services (Table 3)

Table 3: NGI Assessment: Operations Services >> Infrastructure Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.3N	O-N-9	Software Rollout	NGI rollout coordination is weak, no strict version control.	2	Need version control tools & processes for deployed services.
SA1.4N	O-N-3	Monitoring	Nagios & ROD teams provide sufficient level of monitoring	4	Need better Nagios documentation.
SA1.5N	O-N-2	Accounting	N/A	0	Need to deploy internal monitoring tools, not planned for 2011
SA1.4N	O-N-1 O-N-4	Configuration Repository and Operations Portal	Dashboard is sufficient.	3	Would need better integration with GGUS.
SA1.6N SA1.7N	O-N-6 O-N-7	Helpdesk	N/A	0	Need more user input to evaluate helpdesk.

SA1.8N	O-N-5 O-N-8	Core Services	Service availability is sufficient, but not fully redundant.	4	Redundant BDII & WMS planned in 2011. Need to set up certification services.

Other (Table 4)

Table 4: NGI Assessment: Other

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA2.3N		Policy Development	write here	0-5	write here
NA2.2N	E-N-2	Dissemination	write here	0-5	write here

NGI International Task Review MS109 Spain

Introduction

User Services

Human Services (Table 1)

Table 1: NGI Assessment: User Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA3.3N	U-N-3 U-N-13	Requirements Gathering	Requirements collection is done in the Ibergrid context via user support mailing contacts. It is also done via operational channels (weekly contacts, mailing contacts) since operational staff at sites represent the infrastructure / middleware closest frontend for users.	2	User communities need to be addressed on more generic grounds. We are not moving much from the EGEE model, and the results are therefore similar.
NA3.3N	U-N-14 U-N-15	Application Database	The EGI AppDB was dissiminated inside the Portuguese and IBERGRID community via emails, via the weekly operations meetings and inside the user communities. The first Portuguese application was registered.	3	The database looks fine, but, the applications should be organized, inside each area, as "general use applications" (eg. fits libraries in Astrophysics) and "specific applications" from users. The general use applications should be installed by default in the whole infrastructure, in the software installation repositories, the same as the HEP experiments do.
NA3.3N	U-N-16 U-N-17	Training	A major training event is held by the Portuguese and Spanish teams during the Ibergrid conference on an yearly basis. Other training sessions are performed on request. Worthless CAs are supported in Portugal to allow tutorials in the production infrastructure. Tutorials / training on administration is done on person or using messaging communication systems.	3	It is probably impossible to coordinate an "inter-NGI" organization.

NA3.3N	U-N-12 U-N-18 U-N-19	Consultancy	NGI staff provides consultancy in the Iberic region. Consultancy may be requested via helpdesk, mail or messaging system. A first reply normally comes in less than a couple of hours, during working days. More dedicated consultancy sessions are agended on request.	2	Hiring dedicated people, which passes by obtaining the funding.

Operations Services

Human Services (Table 2)

Table 2: NGI Assessment: Operations Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.4N	O-N-9	Requirements Gathering	your assessment here	3	how to improve
SA1.1N	O-N-9	Operations Coordination	A representative for operations in the Iberic region is present in the OMB meetings and follows all the proposed requests. All request are forwards to the regional operation contacts and discussed on weekly meetings. Dependending on the urgency GGUS tickets are opened to sites. That is normally a guarantee that sites will react to the request even if it missed emails or assistance of regional operational meetings.	4	The amount of actions and documentation that is request to NGI managers to read and provide feedback is to high given the deadlines that are imposed. This results in overloading the regional operation staff with requests. NGI managers have to prioritize according to their own criteria, and most of the times reply rather late. Given the ammount of work, probably the effort in not adequate.
SA1.2N	O-N-9	Security	A Spanish representative assists the weekly and monthly EGI security meetings and participates on EGI CSIRT activities like shifts as EGI security officer. On a daily basis, our NGI security officer at our NREN RedIRIS monitors the infrastructure searching for security vulnerabilities and coordinates response to incidents in Spain, if they exist. It also ensures that the EGI security directives are followed in due time by all Spanish sites.	4	The effort on this task has a tendency to be underestimated since the infrastructure tends to increase, the technology used in the incidents tends to be more complicated and the investigation, handling and coordination tends to me more time consuming.

Infrastructure Services (Table 3)

Table 3: NGI Assessment: Operations Services >> Infrastructure Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.3N	O-N-9	Software Rollout	Different sites from Spain and Portugal are members of the EA team.From Spain: IFCA-LCG2, IFIC-LCG2 UPV-GRyCAP and CESGA-EGEE are actively working in the SR process.	4	SR needs more sites to reach the critical mass to improve the software. New members should be included and contacted via Ibergrid meetings or using current mailing lists.
SA1.4N	O-N-3	Monitoring	Regional Nagios instance is installed and maintained at CESGA site. Nagios tests are used by Portuguese Dashboard to raise tickets to Ibergrid sites.	4	Ibergrid regional Nagios it's not fully failover compliant, new services should be installed to improve regional nagios availability.

SA1.5N	O-N-2	Accounting	Accounting portal is installed and maintained at CESGA. CESGA staff are in charge to solve accounting issues for local and EGI project sites.	4	A new Accounting Portal roadmap should be released the next months to include new functionalities and users requests.
SA1.4N	O-N-1 O-N-4	Configuration Repository and Operations Portal	write here	0-5	write here
SA1.6N SA1.7N	O-N-6 O-N-7	Helpdesk	write here	0-5	write here
SA1.8N	O-N-5 O-N-8	Core Services	Ibergrid core services installed at Spain are: WMS,LFC,DPM and topBDII.	3	Some services are not yet replicated such VOMS service. This service will be installed and configured to met the high availability requirement.

Other (Table 4)

Table 4: NGI Assessment: Other

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA2.3N		Policy Development	The Spanish representative is a member of the Executive Board of EGI, and therefore partipates actively in the polocy development for the organization.	4	write here
NA2.2N	E-N-2	Dissemination	The Spanish NGI web pages were adapted to reflect the transition to EGI at http://www.es-ngi.es.Remaining dissemination activities include national and international presentations (at government and academic level) delivered through the year and production of dissimination materials (flyers, posters, ...)	3	We need dedicated staff to maintain the sites for dissemination. Currently best effort is used.

NGI International Task Review MS109 Portugal

Introduction

User Services

Human Services (Table 1)

Table 1: NGI Assessment: User Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA3.3N	**U-N-3** **U-N-13**	Requirements Gathering	Requirements collection is done in the Ibergrid context via user support mailing contacts. It is also done via operational channels (weekly contacts, mailing contacts) since operational staff at sites represent the infrastructure / middleware closest frontend for users.	3	Document and enhance the present "gathering requirements" procedure in the WIKI to make it more formal and visible for users. Properly broadcast the communication channels available.
NA3.3N	**U-N-14** **U-N-15**	Application Database	The EGI AppDB was disseminated inside the Portuguese and IBERGRID community via emails, via the weekly operations meetings and inside the user communities. The first Portuguese application was registered.	3	The added value of the tool is out of discussion. However, the impact on the user community is not directly observed. Appdb should show a ranking of the most popular applications, and on a weekly basis, highlight some applications from the main web page. We will continue to disseminate the AppDB inside our national community either through emails or via presentations.
NA3.3N	**U-N-16** **U-N-17**	Training	A major training event is held by the Portuguese and Spanish teams during the Ibergrid conference on an yearly basis. Other training sessions are performed on request. Worthless CAs are supported in Portugal to allow tutorials in the production infrastructure. Tutorials / training on administration is done on person or using messaging communication systems.	4	Improve the training materials which were inherited from previous activities and projects.
NA3.3N	**U-N-12** **U-N-18** **U-N-19**	Consultancy	Portuguese NGI staff provides consultancy in the Iberic region. Consultancy may be requested via helpdesk, mail or messaging system. A first reply normally comes in less than a couple of hours, during working days. More dedicated consultancy sessions are agended on request.	4	The adopted model ensures that the load is properly shared by all involved staff, and involves redundancy.

Operations Services

Human Services (Table 2)

Table 2: NGI Assessment: Operations Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.4N	**O-N-9**	Requirements Gathering	Operational requirements collection is done in the Ibergrid context via weekly operations meetings and operation mailing contacts. Requirements to EMI 1.0 and 2.0 were already collected using these mechanisms and inserted in the EGI RT system.	3	Document the present "gathering requirements" procedure in the WIKI to make it more formal, and properly broadcast the communication channels available.
SA1.1N	**O-N-9**	Operations Coordination	A representative for operations in the Iberic region is present in the OMB meetings and follows all the proposed requests. All actions are forwarded to the regional operation contacts and discussed on weekly meetings. Depending on the urgency, GGUS tickets may be opened on regional sites. That guarantees that sites react even if they missed emails or participation in regional operational meetings. An operation model has been established within the Ibergrid community with clear escalation steps.	4	The amount of actions and documentation that is request to NGI managers to read and provide feedback is to high given the deadlines that are imposed. This results in overloading the regional and site operation staff with a large number of simultaneous requests. NGI managers have to prioritize according to their own criteria, and most of the times reply rather late. Given the ammount of work, probably the effort in not adequate.
SA1.2N	**O-N-9**	Security	A portuguese representative assists the weekly and monthly EGI security meetings and participates on EGI CSIRT activities like shifts as EGI security officer. On a daily basis, the Portuguese NGI security officer monitors the infrastructure searching for security vulnerabilities and coordinates response to incidents in Portugal, if they exist. It also ensures that the EGI security directives are followed in due time by all Portuguese sites. The Portuguese NGI security officer has previleged communication channels with the Spanish teams under the Ibergrid context.	4	The effort on this task has a tendency to be underestimated since the infrastructure tends to increase, the technology used in the incidents tends to be more complicated and the investigation, handling and coordination tends to be more time consuming.

Infrastructure Services (Table 3)

Table 3: NGI Assessment: Operations Services >> Infrastructure Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.3N	**O-N-9**	Software Rollout	The portuguese NGI contributes to SR rollout activities and has deployed several gLite components before they reach productions. Some examples are several versions of gLite top-BDII, site-BDII, CreamCE, SGE_utils and VOMS server.	4	

SA1.4N	O-N-3	Monitoring	The SAM service is shared between Portugal and Spain. SAM serving ops VO is deployed in Spain while SAM for monitoring application VOs is deployed in Portugal. The effort on maintaining such a service is not small specially in at beguinning of the service operation. Although the service is now in a mature state, sites supporting WLCG still tend to continuously compare with the WLCG SAM monitoring, and since sometimes results are not syncronized, this gives origin to complains and trust issues.	4	The general feeling is that the SAM staff is always with such a big load that they take some time to react to SAM regional problems which are normally quite urgent and with direct impact on the infrastructure A/R metrics. Therefore, we tend to suspect that more effort should be put on the support and deployment of SAM instances by the central teams. SAM is the most important service for NGIs. Failover guidelines for the service itself as well for the services it interoperates with should be provided.
SA1.5N	O-N-2	Accounting	All Portuguese site have migrated to Active MQ before the end of January 2011. The enforcement of this activity was done through the Ibergrid weekly operation meetings, and tickets were opened to sites to trigger that action. Documentation was built to allow sites to publish their accounting data correctly. The efforcement task of accounting is a daily task performed by the regional operations teams.	4	Regional sites still complain that, after a long failure, the central registry takes long time gathering and processing large apel records sets. The fix of a long accounting issue may take 1-2 days to show successfull results in the monitoring tools which is something anoying. Some times, the NGI staff has to link the two parties involved (site admins and apel registry staff) to understand what is the source of the problem.
SA1.4N	O-N-1 O-N-4	Configuration Repository and Operations Portal	The Portuguese NGI started to use the Spanish HGSM service as a regional instance. However with the lack of integration of HGSM, its use was dropped and we returned to the central GOCDB instance, that for regional purposes, suffers from some drawbacks. We are participating on a best effort on the regionalization task force with the goal to define use cases for the regional services as GOCDB. The regional operation dashboard was installed in the Portuguese NGI and serves the Ibergrid operation staff. We are one of the few NGI which decided to test and use its own operation dashboard.	4	We would like to evaluate a release of a regional GOCDB, something that was foreseen since the end of EGEE but never accomplished. It does not make much sense that sites that wish to remain local have to be registered in a central EGI GOCDB instance, even if some filtering is applied afterwards. Regarding the regional dashboard, its operation is not time consuming except during updates/upgrades. The regional dashboard releases seem to lack enough testing while the documentation does not embraces all the necessary actions and changes. Nevertheless, the developmet team is always very helpfull in solving problems. Some sync problems have also be observed between regional and central dashboard.
SA1.6N SA1.7N	O-N-6 O-N-7	Helpdesk	Portugal NGI uses GGUS and the Ibergrid helpdesk, integrated with GGUS, deployed in Spain.	3	We expect to migrate to RT as a local Helpdesk. This service is being installed, configured and adapted to GGUS by Ibergrid spanish partner.
SA1.8N	O-N-5 O-N-8	Core Services	Portuguese NGI offers all kind of central services to national, iberic and international communities: WMS, LB, PX, Top-BDII, LFC, VOMS Server, AMGA, ... Together with Spanish partners, we are developing failover / replication mechanisms to some of these services.	4	The effort on operation such systems may increase periodically, specially for WMS services with some periodic failures when big ammounts of jobs are sent. Guidelines to improve the reliability, available and performance of such services should be available.

Other (Table 4)

Table 4: NGI Assessment: Other

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA2.3N		Policy Development	Portuguese representatives attend to several policy meetings (OMB, UCB, PMB, Security meetins, EugridPMA,...), access the status of the directives provided and adapt it to the regional policies as much as possible so that they become EGI compliant.	3	
NA2.2N	E-N-2	Dissemination	The Portuguese NGI main parter (LIP) web pages were adapted to reflect the transition to EGI. The official Portuguese NGI web pages also present a very strong dissimination content. Remaining dissimination activities include national and international presentations (at government and academic level) delivered through the year and production of dissimination materials (flyers, posters, ...)	3	

NGI International Task Review MS109 Ireland

Introduction

User Services

Human Services (Table 1)

Table 1: NGI Assessment: User Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA3.3N	**U-N-3** **U-N-13**	Requirements Gathering	NGI does not have a specific requirements-gathering task/service. When required, the NGI provides input, e.g. to USCT.	3	Training on requirements gathering for user support.
NA3.3N	**U-N-14** **U-N-15**	Application Database	NGI use's EGI application database. No effort or plans to contribute to its development.	3	-
NA3.3N	**U-N-16** **U-N-17**	Training	NGI provides some online training. Very little funding/effort available (4PM over 4 years, shared with other user services).	2	NGI could leverage Training Marketplace.
NA3.3N	**U-N-12** **U-N-18** **U-N-19**	Consultancy	NGI provides informal consultancy to assist NGI users get involved.	3	Develop internal procedure for consultancy.

Operations Services

Human Services (Table 2)

Table 2: NGI Assessment: Operations Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.4N	O-N-9	Requirements Gathering	NGI does not have a specific requirements-gathering task/service. When required, the NGI provides input, e.g. to OMB.	3	Training on requirements gathering for operations.
SA1.1N	O-N-9	Operations Coordination	NGI participates in the OMB and coordinates national NGI operations (largely centrally managed). Funding appears to be adequate for coordination.	4	-
SA1.2N	O-N-9	Security	Good participation from NGI participants in CSIRT (including IRTF as Duty Contact), SPG and national improvements. Effort is moderate (18PM over 4 years), but ideally could be increased to the level of one full-time person for local and NGI security. Effort is being put into work to improve and simplify security-related items for operators and users.	4	-

Infrastructure Services (Table 3)

Table 3: NGI Assessment: Operations Services >> Infrastructure Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.3N	O-N-9	Software Rollout	NGI_IE participates as early adopter for MPI utilities. We aim to expand involvement in this role. Our ability to roll out new software is related to progress within the Quattor community.	3	Additional support that could be given to Quattor-using NGIs would be appreciated.
SA1.4N	O-N-3	Monitoring	NGI_IE runs local monitoring instances and engages with our UK colleagues who operate a regional instance for the UK and Ireland. The service is sustainable.	4	-
SA1.5N	O-N-2	Accounting	NGI_IE has migrated EGI-connected sites to Active MQ.	4	-
SA1.4N	O-N-1 O-N-4	Configuration Repository and Operations Portal	NGI_IE makes use of GOCDB: some information is still to be transitioned from previous ROC structure. There are no plans for a regional GOCDB.	4	Separation of "read" and "write" portions of GOCDB appears unnecessary from a user's perspective. There appear to be some data validation/quality issues (e.g. old data can contain apostrophes but new personal name entries may not contain apostrophes (despite it being a common character in names))
SA1.6N SA1.7N	O-N-6 O-N-7	Helpdesk	NGI_IE makes use of GGUS directly and also a national RT system (currently the two are not integrated).	4	-

| SA1.8N | O-N-5
O-N-8 | Core Services | NGI_IE operates a VOMS service and other "central" grid services (WMS, BDII) serving projects with an Irish connection. | 4 | - |

Other (Table 4)

Table 4: NGI Assessment: Other

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA2.3N		Policy Development	NGI participants are contributing to SPG, other EGI policy (D2.6) and other bodies (IGTF). Funding is constrained (3pm over 4 years of EGI-InSPIRE): sufficient for Ireland's current effort, but it limits plans for further policy development. It will be necessary to allocate effort for policy in future funding.	3	Policy task leaders could solicit input from NGIs.
NA2.2N	E-N-2	Dissemination	NGI participants have made some progress, updating web sites and highlighting EGI in relevant national presentations. Electronic and real-world dissemination could be improved but effort is constrained (3pm over 4 years of EGI-InSPIRE) and there is no additional funding for real-world dissemination materials. This activity should have greater priority (and hence effort) nationally.	2	Task leaders could remind NGIs of available resources and approaches, and encourage effort in this area.

NGI International Task Review MS109 Israel

Introduction

User Services

Human Services (Table 1)

Table 1: NGI Assessment: User Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA3.3N	U-N-3 U-N-13	Requirements Gathering	Requirements are gathered through through meetings with potential and current customers (from Academia) , also we employ an evangelist to talk and meet with prospective new customers and understand their requirement...	3	building a costume application/interface to gather and manage all requirements
NA3.3N	U-N-14 U-N-15	Application Database	We currently relay on EGI database	0	
NA3.3N	U-N-16 U-N-17	Training	we are doing open training event 2 times a year in Ben Gurion University , we also provide one on one training to customers that can't wait for the yearly training or	4	Improve our training documentation, build an on-line course for them
NA3.3N	U-N-12 U-N-18 U-N-19	Consultancy	We provide one on One help to new customers	3	setting up a Help Desk and setting standards on response time to user problems

Operations Services

Human Services (Table 2)

Table 2: NGI Assessment: Operations Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.4N	O-N-9	Requirements Gathering	requirements are gathered in our meeting with customers and IT managers of sites and clusters	4	
SA1.1N	O-N-9	Operations Coordination	coordination is done using mail	2	need to set monthly or bi-monthly meetings once our architecture and services will stable
SA1.2N	O-N-9	Security	coordination is done using mail	2	need to set monthly or bi-monthly meetings once our architecture and services will stable

Infrastructure Services (Table 3)

Table 3: NGI Assessment: Operations Services >> Infrastructure Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.3N	O-N-9	Software Rollout	currently not managed by NGI , based on site discretion	0	
SA1.4N	O-N-3	Monitoring	Monitoring is done by one of our sites (WEIZMAN_IL) NAGIOS	2	We intend to set up a NAGIOS server, and move sites to use our NAGIOS
SA1.5N	O-N-2	Accounting	currently non done by us relaying on EGI	0	
SA1.4N	O-N-1 O-N-4	Configuration Repository and Operations Portal	NGI_IL relay on GOCDB	4	currently no plan to generate national GOCDB
SA1.6N SA1.7N	O-N-6 O-N-7	Helpdesk	for technical problems we relay on GGUS	4	currently no plan to generate national GGUS
SA1.8N	O-N-5 O-N-8	Core Services	currently only UI , and VOMS	2	in the next 3 month we hope to set up , WMS,TOP BDII, lfc, NAGIOS, Proxy

Other (Table 4)

Table 4: NGI Assessment: Other

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA2.3N		Policy Development	NGI_IL implements EGI policies and procedures, and as we are small NGI, we do not actively participate in policy development.	3	More actively participate in developing EGI policies and procedures, develop and sign national policies and procedures that are in alignment with those of EGI.
NA2.2N	E-N-2	Dissemination	we employ an evangelist , its job is to spread the word and find new potential customers among academia researchers	3	build communities inside NGI

NGI International Task Review MS109 Italy

Introduction

User Services

Human Services (Table 1)

Table 1: NGI Assessment: User Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA3.3N	U-N-3 U-N-13	Requirements Gathering	Requirements are collected through appropriate mailing lists and specific questionnaires. Training events for grid users are also a good source for this.	4	
NA3.3N	U-N-14 U-N-15	Application Database	A national instance of the application DB is hosted at INFN-Catania and managed by IGI. This has been discussed during the EGI User Forum in Amsterdam. The DB table contains some extensions with respect to the central EGI one in order to satisfy the italian user communities' needs.	4	sincronization between the italian instance and the central one is needed (and already planned)
NA3.3N	U-N-16 U-N-17	Training	IGI operations staff has participated to various national training events: as organizers of training events for grid administrators and as collaborators of training events for grid users.	5	no major improvement needed
NA3.3N	U-N-12 U-N-18 U-N-19	Consultancy	IGI grid operators provide consultancy through local contacts and training events (see above)	3	the involvment of grid operators in dissemination events could help

Operations Services

Human Services (Table 2)

Table 2: NGI Assessment: Operations Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.4N	O-N-9	Requirements Gathering	Requirements are collected through both technical and managerial mailing lists as well as during the bi-weekly phone conferences and meetings of the italian production grid. Requirements are then prioritized and sent to EGI-InSPIRE (OMB).	3	Usually very few grid sites or grid operators provide input when requested. This is probably due to the lack of a deep knowledge of the grid middleware internals and of the mw general framework. Specific training about EMI middleware and its evolution would probably help.
SA1.1N	O-N-9	Operations Coordination	Coordination is made through bi-weekly phone conferences and face to face meetings when necessary. Various mailing lists have been setup.	4	More than 50 sites are now part of the italian grid infrastructure; this make coordination a little bit difficult especially when urgent problems (e.g. a security update) have to be addressed.

| SA1.2N | O-N-9 | Security | IGI CSIRT has been set up and is operational. A Task Force to evaluate the software vulnerabilities and the countermeasures has been set up in order to speed up and ease the system administrators work. The national incident response procedures have been improved with the definition of the roles of all the involved partners, belonging to different institutions and domains. | 3 | Improvements of the security monitoring system (through a dedicated national monitoring framework and the development of security probes) and an auditing activity (in collaboration with other groups doing similar activities at the national level) would improve the overall security |

Infrastructure Services (Table 3)

Table 3: NGI Assessment: Operations Services >> Infrastructure Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.3N	O-N-9	Software Rollout	Three sites are participating as Early Adopter for some gLite components (argus, nagios, mpi utils, storm, wms, cream, lfc mysql, cluster, lsf utils) considered most critical and used in the Italy. At least three different procedures have been followed during this first year. Furthermore, technical issues dealing with tracking tools have been continuously experienced.	2	Simplify communication channels between early adopters and product teams during debugging activity (eg. review the GGUS ticket vs DMSU). Separate early adopter team steps from staged rollout manager ones in the procedure to clarify what each role is supposed to do during the activity.
SA1.4N	O-N-3	Monitoring	Starting from the formal validation of the first regionalized release, the maturity level reached by the service availability monitoring framework can efficiently satisfy the main NGI operational needs. Moreover, the management of the credentials to execute checks over the regional infrastructure has been significantly enhanced with an early and natively support to robot certificates. Nevertheless, some evolution towards a fully regionalized operations model have to be focused in the near future.	4	Some improvements on the flexibility to decide about critical metrics for both modify existing and introduce new ones. NGIs could benefit from out of the box high availability solutions for the monitoring engine (Nagios).
SA1.5N	O-N-2	Accounting	Accounting in Italy relies on DGAS: data are collected and stored in a hierarchical database infrastructure (HLRs) and then published to the CESGA central repository. IGI sites are regularly checked for correctness of published accounting data and republication is done when necessary. Tests of an ActiveMQ-enabled DGAS prototype are ongoing.	4	
SA1.4N	O-N-1 O-N-4	Configuration Repository and Operations Portal	Currently we have not deployed regional instances for the operations dashboard since there is no interface between it and the regional ticketing systems. However we are participating to the Regionalization Task Force whose goal is the definition of use cases for the regional services	2	Fully regionalized tools will be interesting to us.
SA1.6N SA1.7N	O-N-6 O-N-7	Helpdesk	A regional Ticketing system based on XOOPS/XHELP is operational since EGEE era. It is interfaced to GGUS via web services and it provides helpdesk services for both national and international user communities.	4	Although the system is working properly, its maintenance and evolution is done by IGI only. The adoption of a more widely used and supported tool should be evaluated in order to improve sustainability

| SA1.8N | O-N-5
O-N-8 | Core Services | IGI managed several instances of gLite core services, geographically distributed, used as default by all italian sites: 2 Nagios used for NGI monitoring activity, 5 instances of TOP-BDII configured in HA, 4 instances of VOMS configured in HA, 2 instances of Myproxy, a LFC server supporting several VOs (both regional and international scope), 28 WMSes, 19 LBs, 13 server HLR for accounting purpose (part of DGAS architecture). Lots of services are configured in high availability and load balancing using some tool, such as an additional local nagios (for top-bdii, lfc, voms) and 3 instances of WMSMonitor (for WMS and LB) geographically distributed. Upgrade procedure for each services has been put in place, in order to minimize the impact from the user point of view. The overall availability reached is very satisfactory, the effort to manage all services has diminished thanks to the techniques of high availability and the procedures developed. | 4 | It is very difficult to configure some important services in high availability, Mysql service is a good example and we are working on it. |

Other (Table 4)

Table 4: NGI Assessment: Other

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA2.3N		Policy Development	The activity consisted in the participation to the SPG meetings and to IGI policy groups related to security and operations.	2	A clearer definition of what has to be implemented would help people to contribute to the policy development work
NA2.2N	E-N-2	Dissemination	During the first year of the EGI-Inspire project, the Italian National Grid Initiative has reinforced and well established the sets already started with the EGEE series of projects. In particular more efforts have been dedicated to the organization of some communication strategies aiming at a wider and better knowledge of the Italian Infrastructure, its usability, its features and the benefits one can get by using it for work. In particular different environments and communities have been selected to address the message, such as new SMEs, new research areas, and some fields of the Public Administration. Some specific meetings have been organized where details on the infrastructure were given by technical experts and some case studies were presented. A good feedback was collected.	4	Critical Relationship with the press and non-specialized journalists is critical. They still feel the Grid topic a difficult one to understand and to write about. Grid is still seen by the majority of people as a tool for just specific sectors of knowledge and production. Still, much there needs to be done, in order to enlarge the awareness of the grid usefulness among many sectors of social and productive life. When contacted, the press replies just if the news is a "breaking" one (everybody seem to be expecting the Higgs Boson Found). Releases, improvements and development of the existent features, do not seem to attract the press attention. Being too general in writing articles ends up in resulting banal and, on the other hand, being too specific with technical details ends up in something not easily understandable by non experts. This is thus a strange circle and makes it difficult to reach the objective, which is that of enlarging the fields of awareness.

			Participation to major national and international events has been realized. Booths in computing related events have been set up, where posters have been exhibited and demos have been presented. Brochures and leaflets have been updated or brand new ones made and widely spread and distributed in all the above mentioned occasions. A video with all practical application of the Grid Infrastructure to the various fields of research has been done and made run at the SC10 event. A sort of a closer cooperation with the training team has been tried. All dissemination material has usually been distributed to the courses attendants. Students and young researchers seem to be the most interested ones. Their feedback on brochure contents is a positive one and many of them show deeper interest in grid and starts attending courses and, thereafter, using grid for their research. Surveys and interviews on the level of knowledge/awareness about the grid have been practiced and some on specific needs have been collected. Feedback have been gathered, although, they are usually discouraging, considered the level of awareness of the non-user.	More specific courses, trainings, tutorials should be kept with students, managers, stakeholders, decision makers in order to explain to a wider audience what grid is and how it has already changed the way of doing research, business, etc. This means, though, that a deeper knowledge of other fields needs is necessary. Dissemination team and training team should interact more strictly. This is what, as local NGI is being pursued. Unfortunately funding and efforts allocated are not always adequate to the amount of work that needs to be done.

NGI International Task Review MS109 Latvia

Introduction

User Services

Human Services (Table 1)

Table 1: NGI Assessment: User Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve

NA3.3N	U-N-3 U-N-13	Requirements Gathering	There is no structured or formally operational system for gathering and processing requirements of a local scale. There are no plans to deploy one by own means. Due to relatively small national research community as a whole, requirements of user communities are gathered during direct contacts and evaluated on individual basis. Formal local system would not be sustainable considering small amount of research groups and necessary operational effort overhead. Besides direct contact, Instant Messaging & VoIP (Skype, Jabber) as well as email communications are used, including national grid user mailing list. So far the required features for some user communities were approved and implemented in few selected Latvian NGI sites only.	3	Global requirements submission and processing system could be useful (keeping it non-mandatory), especially one allowing to exchange requirements experience between similar user communities in different NGIs. NGIs should be allowed to keep existing approach of maintaining communications with user communities directly, but the global requirements system should be available for NGI input to propogate these requirements. In case the original NGI of the requesting user community is unable to fulfill the requirements, other NGIs could voluntarily step in and offer necessary resources to these research groups. Also, greater oppourtunities and financing should be provided for user community members to participate in global EGI User Forum events to exchange ideas on necessary requirements as well as success stories.
NA3.3N	U-N-14 U-N-15	Application Database	Currently Latvian NGI has not exported any package information to AppDB and is not using any information from it either. Most user communities in Latvian NGI use either their own custom-tailored experiment-specific software, which does not provide reasonable re-usability for other communities, or licensed commercial software like ANSYS, Matlab or GAMESS is run using the licenses available to specific communities, thus these software packages cannot be exported to AppDB as generally available. The use of AppDB in Latvian NGI has not been widespread also due to lack of real use cases when local user communities approach NGI "empty-handed", i.e. - without already working custom-made or commercial/open-source software. Currently, all user communities are under scenario of upscaling their computations from local clusters. In case some generic open-souce software will be used in the future by some research community, it will be exported to AppDB. Also, Latvian NGI needs to convince many user communities that sharing their custom-tailored tools will actually benefit them, since for many of these resarch groups these custom tools are the essence of their expert know-how and ensures they have unique knowledge that is valuable for quality publications.	2	More effort is necessary to try and migrate several user communities from commercial or own custom-written software to generic reusable open-source packages from AppDB. Also, user communities have to be persuaded that publishing and sharing their long-term inhouse developed tools will benefit them and not steal their unique know-how and academic value.

NA3.3N	U-N-16 U-N-17	Training	Training is organised on request by individual user comunities. Such current system is sustainable. There are no regularly scheduled (i.e. monthly, annual) mandatory training events, nor are any planned. No e-training is available, nor is one planned by local means. Due to small available effort to this task and small user community, the e-training material would require either too much overhead to keep up-to date, or due to very infrequent usage of those tools (when new user group joins) it would constantly be out-of-date.	3	Migration of several sites to desktop-grid compatible ARC/Condor middleware is expected within PQ4 to significantly improve amount of available automated tools for user communities, as well as offer re-usable training and more seamless upscaling from using local Condor based clusters and desktop grids to NGI and EGI scale grid computing. No e-courses or national training events planned (would be inefficient).
NA3.3N	U-N-12 U-N-18 U-N-19	Consultancy	Due to small number of research communities, highly interactive consultancy is provided to these communities. Consultancy, similarly as training, is mainly provided through direct contact local meetings, phone conferences and Instant Messaging (Skype or Jabber). In case none of previous are available, a slower approach of using problem-specific or general grid user mailing lists is employed. The current system works well and is sustainable. No formal helpdesk and request tracking system is planned, and it would not be sustainable.	4	In the future a possible online archive (FAQ, Wiki or forum) would be usefull for new users who stumble across previously discussed problems. Ideally, such local user support/consultancy resource should be hosted in local language. The main issue to resolve and decide, as in any knowledge dissemination system, is whether to deploy a more interactive and low-latency solution as forum, which has the downside of accumulating a lot of out-dated and version specific info over long-term, or providing less interactive service such as Wiki that has latest current information. A good compromise to provide both low latency response as well as exclude out-of-date info storage could also be user mailing list + Wiki.

Operations Services

Human Services (Table 2)

Table 2: NGI Assessment: Operations Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.4N	O-N-9	Requirements Gathering	Since there are currently only three sites in Latvian NGI, no specific requirements gathering task/service is necessary. Two of the sites and site admin are in the same building as NGI staff, the third site is also in the same city. Thus, site admins use local communications to discuss requirements with NGI staff. Requirements arise from daily operations and, if necessary, are propagated through NGI staff to OMB meetings.	4	Specific training about EMI middleware and its detailed architecture / possibilities should be provided to site admins, since feedback on service level improvements can be provided only in case of deep knowledge and expertise on grid middleware internals.

SA1.1N	O-N-9	Operations Coordination	Coordination is very easy due to very small NGI and all sites located in the same city, two sites in same building as NGI. Coordination mostly consists of direct contact through phone/IM and face to face meetings between NGI staff and admins of all sites. NGI members attend OMB meetings. Also, some operations are coordinated with NDGF_NGI, where Latvian NGI plans to take part in an Operator rotation schedule in the future.	4	Be more proactive in coordination and integrate in NDGF_NGI operations as much and soon as possible.
SA1.2N	O-N-9	Security	Latvian NGI has a good collaboration with head of security in NDGF and information about vulnerabilities is propagated appropriately. Local site admins implement security updates as soon as possible. Due to small NGI size and relatively small amount of effort available for security monitoring and software rollout, Latvian NGI has kept policy of not being early adopter of more buggy/vulnerable software and historically prolonged SL3/SL4 services as long as possible, which meant in most of the cases security vulnerabilities did not apply to several of the sites.	3	Since the allocated effort is quite small, one of solutions how to improve security is by minimizing amount of different services that run in the NGI. For this, Latvian NGI has decided to migrate to ARC middleware, which has fewer and more lightweight components, thus, theoretically, reducing security risks.

Infrastructure Services (Table 3)

Table 3: NGI Assessment: Operations Services >> Infrastructure Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.3N	O-N-9	Software Rollout	Due to small available effort, Latvian NGI does not participate in any Early Adopters tasks for middleware components. Also, updates and rollout of approved updates is usually carried out towards the end of allowed deadlines to have the least possibility of being held back by still buggy updates that have passed EA Staged-Rollout tests. One of the sites has started migration from gLite to ARC to reduce effort necessary for site upkeep in the long term, as well as due to the fact that NDGF_NGI offers official support for ARC middleware, and it's not the case for gLite.	2	Latvian NGI sites plan to migrate to ARC to get middleware support from NDGF_NGI, as well as simplify the site upkeep in general.
SA1.4N	O-N-3	Monitoring	National Nagios monitoring as well as NDGF_NGI based monitoring are operational. NDGF Nagios & OoD staff provide sufficient level of monitoring and notification in case site admins miss any alerts.	3	Encourage site admins to be more proactive in checking and engaging Nagios alerts instead of relying on notifications from NDGF OoD staff.
SA1.5N	O-N-2	Accounting	From the three sites in the NGI, one has migrated to ActiveMQ, and the other two sites started migration from gLite to ARC and are still in migration process. Once sites migrate to ARC, relevant statistics will be transferred through NDGF_NGI to central APEL database.	3	Migrate sites to ARC as soon as possible and start publishing accounting data through SGAS to NDGF.
SA1.4N	O-N-1 O-N-4	Configuration Repository and Operations Portal	Latvian NGI is using central Operations Portal/Dashboard and GOCDB services. There are no plans to deploy regional or national versions, nor is there any available effort or justification for that.	4	none
SA1.6N SA1.7N	O-N-6 O-N-7	Helpdesk	Latvian NGI has no national helpdesk interfaces with GGUS and we do not plan to deploy one. We currently use the central GGUS and find it satisfactory.	5	none

| SA1.8N | O-N-5 O-N-8 | Core Services | One of the sites has gLite3.2, CREAM, DPM, as well as hosts national WMS, LFC and Top-BDII. Latvian NGI still uses MyProxy and VOMS maintained by legacy BalticGrid project partners in Lithuania and Estonia. Service availability is sufficient, but there is no redundancy apart from alternative WMS in Lithuania. The other two sites are currently being migrated from the legacy SL4/gLite3.1 to ARC. If migration is successful, the remaining gLite3.2 site and core grid services most probably will also be migrated to ARC equivalents. Most services on all sites run virtualized. Latvian NGI also has its national CA. | 3 | Finish migration of sites to ARC as soon as possible and switch from Estonian/Lithuanian MyProxy and VOMS services to ones provided by NDGF. |

Other (Table 4)

Table 4: NGI Assessment: Other

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA2.3N		Policy Development	Due to small available effort Latvian NGI participates in Policy Development on a best effort basis. Latvian NGI also participates in EUGridPMA events.	3	Due to currently available effort Latvian NGI can only try to keep up with policy implementation as good as possible, as well as continue participate in policy development (mainly reviews, suggestions) on a best effort basis.
NA2.2N	E-N-2	Dissemination	Current available dissemination effort and funding is less than what would be required. Within the available resources, however, reasonable amount of seminars and dissemination can be achieved, mainly using web page announcements and news reports through mailing lists. Presentations and papers on grid computing have been submitted in national scientific conferences as well.	3	Visibility of Latvian NGI should be improved both nationally as well as regionally.

NGI International Task Review MS109 Lithuania

Introduction

User Services

Human Services (Table 1)

Table 1: NGI Assessment: User Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA3.3N	**U-N-3 U-N-13**	Requirements Gathering	write here	0-5	write here
NA3.3N	**U-N-14 U-N-15**	Application Database	write here	0-5	write here
NA3.3N	**U-N-16 U-N-17**	Training	write here	0-5	write here
NA3.3N	**U-N-12 U-N-18 U-N-19**	Consultancy	write here	0-5	write here

Operations Services

Human Services (Table 2)

Table 2: NGI Assessment: Operations Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.4N	**O-N-9**	Requirements Gathering	your assessment here	0-5	how to improve
SA1.1N	**O-N-9**	Operations Coordination	write here	0-5	write here
SA1.2N	**O-N-9**	Security	write here	0-5	write here

Infrastructure Services (Table 3)

Table 3: NGI Assessment: Operations Services >> Infrastructure Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.3N	**O-N-9**	Software Rollout	write here	0-5	write here
SA1.4N	**O-N-3**	Monitoring	Migration of Lithuanian sites from Balticgrid/EGEE to EGI infrastructure (continuance)	0-5	write here
SA1.5N	**O-N-2**	Accounting	write here	0-5	write here
SA1.4N	**O-N-1 O-N-4**	Configuration Repository and Operations Portal	write here	0-5	write here
SA1.6N SA1.7N	**O-N-6 O-N-7**	Helpdesk	Monitoring topBDII, WMS+LB, VOMS, MyProxy, UI, SAM testing	0-5	write here
SA1.8N	**O-N-5 O-N-8**	Core Services	Work with NGI NDGF	0-5	write here

Other (Table 4)

Table 4: NGI Assessment: Other

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA2.3N		Policy Development	Two clusters of NGI-LT had installation and testing of ARC middleware, in preparation of ARC future usage within LT and EU. Cooperation proposals were developed with Belarus, France and Greece institutions to use grid infrastructure in the healthcare public sector	0-5	write here
NA2.2N	E-N-2	Dissemination	Preparation of materials (slide presentations, printed leaflets) and given talks on the usage of EGI grid infrastructure. These materials and presentations were given at scientific events: (1 research conference, 2 public scientific events. Web pages containing information and suggestions of Lithuanian NGI and EGI possibilities for public sector and businesses are being prepared (designed and developed). Preparation of brochures and press releases on EGI infrastructure and the involvement of LT for international audience. Presentation of grid activities and resources of EGI for possible users (public sector and companies of Lithuania)	0-5	write here

NGI International Task Review MS109 Macedonia

Introduction

User Services

Human Services (Table 1)

Table 1: NGI Assessment: User Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA3.3N	U-N-3 U-N-13	Requirements Gathering	Since Macedonia is a small user community, user requirements are gathered using direct contat or email.	3	Broaden national user communities.
NA3.3N	U-N-14 U-N-15	Application Database	None published so far by Macedonian NGI. Existing applications will be published soon	1	Encourage grid users to mature their application and to report this to the NGI so it can be published in the AppDB. Inclusion of information regarding AppDB into trainings.
NA3.3N	U-N-16 U-N-17	Training	Trainings are organized at lease once annually or on personal request.	3	Establish a training e-course using Moodle.
NA3.3N	U-N-12 U-N-18 U-N-19	Consultancy	Due to small active user community, consultancy is mainly provided by email, or face to face meetings.	3	When national helpdesk is deployed, this will be the preffered way of consultancy.

Operations Services

Human Services (Table 2)

Table 2: NGI Assessment: Operations Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.4N	**O-N-9**	Requirements Gathering	your assessment here	0	how to improve
SA1.1N	**O-N-9**	Operations Coordination	Due to small number of sites, operations are very easily coordinated.	4	Durring this year we plan to deploy at least two bigger sites. The will be supported by establishing more strict coordination of oprerations due to novice grid admins.
SA1.2N	**O-N-9**	Security	Security related activities were properly propagated and followed	3	Establish a national Pakiti site

Infrastructure Services (Table 3)

Table 3: NGI Assessment: Operations Services >> Infrastructure Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.3N	**O-N-9**	Software Rollout	MK-01-UKIM_II site participates in SR for SE-DPM_mysql. Responce to the EA ticket was prompt.	4	none
SA1.4N	**O-N-3**	Monitoring	National Nagios was deployed successfuly. We had a follow up on one issue when our data was rejected centrally due to a misconfiguration.	3	Establish monitoring over national VO (margi).
SA1.5N	**O-N-2**	Accounting	All sites have migrated to ActiveMQ. One of the sites migrated after the deadline.	2	none
SA1.4N	**O-N-1** **O-N-4**	Configuration Repository and Operations Portal	Dashboard is used with no issues.	3	none
SA1.6N **SA1.7N**	**O-N-6** **O-N-7**	Helpdesk	No national helpdesk deployed yet. All users use GGUS directly.	3	Deploy national helpdesk.
SA1.8N	**O-N-5** **O-N-8**	Core Services	Core services are operating on satisfactory level. No redundancy is deplyed. Small issues with CA operation.	3	Deploy redundancy when additional sites are deployed

Other (Table 4)

Table 4: NGI Assessment: Other

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA2.3N		Policy Development	Currently Macedonian NGI tries to directly implement some of the EGI policies. Due to its small size it cannot strictly comply to some of the policies.	2	Define and publish national policies, that comply with EGI policies.
NA2.2N	E-N-2	Dissemination	Dissemination activities are performed on conferences (mainly computer science oriented), popular and public media.	3	Target all user community related national conferences.

NGI International Task Review MS109 Moldova

Introduction

User Services

Human Services (Table 1)

Table 1: NGI Assessment: User Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA3.3N	**U-N-3** **U-N-13**	Requirements Gathering	There is no such system of a local scale and there is no plans to deploy it by own means	2	This system has to be part of the global one, and if there is such a system deployed in one of partner NGIs, it would've been very useful to adapt it for the needs of the local user communities.
NA3.3N	**U-N-14** **U-N-15**	Application Database	Gathering information from future user community and analysis of their needs in application deployment	3	Enlist the application being elaborated and laso ones to be deployed in the NGI_MD in the future.
NA3.3N	**U-N-16** **U-N-17**	Training	several trainings for users and one for the administrators were provided.	3	Elaborate a plan and implement a plan of national level training events. Make trainings covering a specific topic on a regular basis in order to support particular user communities.
NA3.3N	**U-N-12** **U-N-18** **U-N-19**	Consultancy	working one on one has been carried out with the admins of the sites to be certified, user communities	3	organization of "train the trainers" workshops for the operation managers, site admins and representatives of the miscellaneous user communities.

Operations Services

Human Services (Table 2)

Table 2: NGI Assessment: Operations Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.4N	**O-N-9**	Requirements Gathering	During the meetings and discussions with the representatives of the user and operation managers community issues were identified and requirements gathered.	3	Address issues and implement solutions
SA1.1N	**O-N-9**	Operations Coordination	Internal coordination activities are fairly good, but OMs should be much proactive.	2	Participation of the NGI_MD representatives in the OMB meetings should be on the regular basis
SA1.2N	**O-N-9**	Security	Overall security monitoring is good, since there is a security officers in the NGI_MD, and CERT-MD is operational at the national level.	3	there is a need in deployment of central monitoring and of a repository for the incidents concerning the grid infrastructure operation.

Infrastructure Services (Table 3)

Table 3: NGI Assessment: Operations Services >> Infrastructure Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.3N	**O-N-9**	Software Rollout	No activity in Software Rollout domain.	2	since the NGI_MD is in the process of deploying and certifying sites for production, some of its sites easily could have been early adopters to the staged rollout process.
SA1.4N	**O-N-3**	Monitoring	no sites are certified, therefore no monitoring is present except network one	1	certify sites, become an independent NGI, deploy monitoring
SA1.5N	**O-N-2**	Accounting	no sites are certified, therefore no accounting is present.	1	certify sites, become an independent NGI, deploy accounting.
SA1.4N	**O-N-1** **O-N-4**	Configuration Repository and Operations Portal	there were no initiatives to deploy the central configuration repository and the Operations Dashboard tools.	2	Tools to be customized and deployed along with the NGI_MD becoming independent and first sites' certification
SA1.6N **SA1.7N**	**O-N-6** **O-N-7**	Helpdesk	since the NGI_MD is a small-scale one, there were no needs in deploying the GGUS system locally.	3	The need in deployment of the own NGI support system is to be assessed in the future as NGI infrastructure grows.
SA1.8N	**O-N-5** **O-N-8**	Core Services	Core service are being deployed together with the first NGI_MD site.	2	Deploy all core services required for NGI_MD independent operation.

Other (Table 4)

Table 4: NGI Assessment: Other

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA2.3N		Policy Development	NGI_MD implements EGI policies and procedures, communicates with national government and national research councils about policy priorities, establishes agreements with Resource Centres, and is in the process of drafting and promoting national policies and procedures that are in alignment with EGI ones.	3	Actively participate in developing EGI policies and procedures by participation in EGI policy groups, develop and sign national policies and procedures that are in alignment with those of EGI.
NA2.2N	E-N-2	Dissemination	Numerous dissemination events organized, materials published in the number of conference proceedings.	4	make the NGI_MD and JRU much more visible at the national policy and decision makers level.

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Introduction

User Services

Human Services (Table 1)

Table 1: NGI Assessment: User Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA3.3N	**U-N-3 U-N-13**	Requirements Gathering	write here	0-5	write here
NA3.3N	**U-N-14 U-N-15**	Application Database	write here	0-5	write here
NA3.3N	**U-N-16 U-N-17**	Training	write here	0-5	write here
NA3.3N	**U-N-12 U-N-18 U-N-19**	Consultancy	write here	0-5	write here

Operations Services

Human Services (Table 2)

Table 2: NGI Assessment: Operations Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.4N	O-N-9	Requirements Gathering	Security related problems were properly followed	4	Level of expertise could be improved among the technical support staff in the NGI. Number of highly skilled personnel could be also increased.
SA1.1N	O-N-9	Operations Coordination	Small number of sites closely cooperating. EGI mailing lists are efficient communication channel	4	Help migration of sites to EGI infrastructure where applicable
SA1.2N	O-N-9	Security	Security related problems were properly followed and solved	4	Improve NGI security related infrastructure and resources

Infrastructure Services (Table 3)

Table 3: NGI Assessment: Operations Services >> Infrastructure Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.3N	O-N-9	Software Rollout	Small number of sites simplifies rollout, but must plan for larger infrastructure	4	This issue will be tackled more directly when the NGI infrastructure increases
SA1.4N	O-N-3	Monitoring	National Nagios was deployed successfully	4	Continue working on NAGIOS and adapt to new requirements
SA1.5N	O-N-2	Accounting		3	
SA1.4N	O-N-1 O-N-4	Configuration Repository and Operations Portal	Usage with no issues.	3	
SA1.6N SA1.7N	O-N-6 O-N-7	Helpdesk	Small NGI using central GGUS.	3	Deploy national helpdesk after enlargement of deployed sites.
SA1.8N	O-N-5 O-N-8	Core Services	Montenegrin NGI have been running BDII, WMS and national CA . There are no bigger issues with these services.	3	instalation of other core services in future

Other (Table 4)

Table 4: NGI Assessment: Other

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA2.3N		Policy Development	write here	0-5	write here
NA2.2N	E-N-2	Dissemination	write here	0-5	write here

NGI International Task Review MS109 Netherlands

Introduction

User Services

Human Services (Table 1)

Table 1: NGI Assessment: User Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA3.3N	U-N-3 U-N-13	Requirements Gathering	write here	0-5	write here
NA3.3N	U-N-14 U-N-15	Application Database	write here	0-5	write here
NA3.3N	U-N-16 U-N-17	Training	write here	0-5	write here
NA3.3N	U-N-12 U-N-18 U-N-19	Consultancy	write here	0-5	write here

Operations Services

Human Services (Table 2)

Table 2: NGI Assessment: Operations Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.4N	O-N-9	Requirements Gathering	your assessment here	0-5	how to improve
SA1.1N	O-N-9	Operations Coordination	write here	0-5	write here
SA1.2N	O-N-9	Security	write here	0-5	write here

Infrastructure Services (Table 3)

Table 3: NGI Assessment: Operations Services >> Infrastructure Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.3N	O-N-9	Software Rollout	The NGI_NL has been involved with the staged-roll out activity for some time now. Up until now 3 components have been tested and we have offered to do more. We will continue this effort.	5	nothing
SA1.4N	O-N-3	Monitoring	The NGI_NL has set up nagios boxes for the old NE ROC and the NGI_NL. The NE ROC nagios box has been decommissioned now. This service is continuosly monitored by a team of people. Currently we are looking into a high availability setup of this.	5	nothing

SA1.5N	O-N-2	Accounting	The sites in the NGI_NL that are involved with EGI InSPIRE are publishing accounting data both in the central database as in the NGI accounting database. For the latter a setup has been realised where site accounting databases are queried to collect data for the NGI database.	5	nothing
SA1.4N	O-N-1 O-N-4	Configuration Repository and Operations Portal	write here	0-5	write here
SA1.6N SA1.7N	O-N-6 O-N-7	Helpdesk	Currently we have a NGI ticketing system based on subtrack that does not interface with GGUS. This is use dmostly by local VOs. In addition we also use GGUS directly for international VOs. We have people on shift that monitor both systems. So far this has worked very well.	4	We would like to look at a NGI ticketing system that interfaces with GGUS like xGUS, for instance.
SA1.8N	O-N-5 O-N-8	Core Services	We run several core services like, VOMS, MyPROXY, LFCs, FTSes, top level BDIIs etc. For both national as international VOs. Each of these services are monitored by a team and most services of this kind are run in a redundant manner.	5	nothing

Other (Table 4)

Table 4: NGI Assessment: Other

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA2.3N		Policy Development	write here	0-5	write here
NA2.2N	E-N-2	Dissemination	write here	0-5	write here

NGI International Task Review MS109 Norway

Introduction

User Services

Human Services (Table 1)

Table 1: NGI Assessment: User Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA3.3N	U-N-3 U-N-13	Requirements Gathering	User requirements are gathered with a yearly user survey and in direct interaction with users.	3	-
NA3.3N	U-N-14 U-N-15	Application Database	AppDB has been populated, but is not in active use.	3	Better dissemination of the AppDB to users.
NA3.3N	U-N-16 U-N-17	Training	Training sessions on demand and during a yearly HPC conference.	3	More focus on grid in user training.
NA3.3N	U-N-12 U-N-18 U-N-19	Consultancy	Consultancy is done through RT Helpdesk system.	4	-

Operations Services

Human Services (Table 2)

Table 2: NGI Assessment: Operations Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.4N	O-N-9	Requirements Gathering	your assessment here	4	how to improve
SA1.1N	O-N-9	Operations Coordination	Operations are coordinated with NDGF, where NGI_NO takes part in an Operator rotation schedule.	4	Involving national sites more in operations.
SA1.2N	O-N-9	Security	We have a good collaboration with head of security in NDGF and information about vulnerabilities is propagated appropriately.	5	-

Infrastructure Services (Table 3)

Table 3: NGI Assessment: Operations Services >> Infrastructure Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.3N	O-N-9	Software Rollout	Sites are running ARC and not part of EGI Software Rollout yet. One site is EA for ARC.	4	Adopt EGI Software Rollout procedures.
SA1.4N	O-N-3	Monitoring	Monitoring through two different Nagios instances is provided by NDGF, Norway provides technical support when needed.	5	-
SA1.5N	O-N-2	Accounting	Accounting is done with SGAS and sent to NDGF, who in turn make sure it is reported.	5	-
SA1.4N	O-N-1 O-N-4	Configuration Repository and Operations Portal	We are using the central services.	-	-
SA1.6N SA1.7N	O-N-6 O-N-7	Helpdesk	There is no need for interfacing national and global ticketing systems due to the low load. All users use the national support system.	5	-
SA1.8N	O-N-5 O-N-8	Core Services	We run a sBDII and a VOMS on behalf of NDGF. These are in the process of being migrated to another site within Norway. The sBDII is sort of a hack to allow ARC to show up in the EGI world of gLite and we look forward to better interoperability in the future.	4	-

Other (Table 4)

Table 4: NGI Assessment: Other

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA2.3N		Policy Development	Participating in EGI Council/InSPIRE CB meetings.	5	-
NA2.2N	E-N-2	Dissemination	EGI training, user forums etc are disseminated to the users.	3	-

NGI International Task Review MS109 Poland

Introduction

User Services

Human Services (Table 1)

Table 1: NGI Assessment: User Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA3.3N	U-N-3 U-N-13	Requirements Gathering	Users' requirements are mainly gathered during contacts with local communities. So far the required features were implemented in Polish NGI only.	3	Contacs with broad communities are needed, not just local ones.
NA3.3N	U-N-14 U-N-15	Application Database	List of scientific software packages available for Polish NGI Users have been registered in AppDB. However, since their number changes in time AppDB needs to be updated periodically.	4	More frequent AppDB updates are needed, coming just after scientific software installation.
NA3.3N	U-N-16 U-N-17	Training	Trainings are organised mainly on request. In addition NGI provides e-trainings via Blackboard system for all interested users.	3	Scheduled trainings are planned. The available material needs to be enriched by short movies explaining certain aspects of infrastructure utilisation.
NA3.3N	U-N-12 U-N-18 U-N-19	Consultancy	Consultancy is provided via Helpdesk system. It is the most convenient (for both users and experts) way of serving help. Majority of issues is solved within less than 12 hours since incident appearance.	5	Other channels of contacts with users are considered and currently tested: jabber, forums

Operations Services

Human Services (Table 2)

Table 2: NGI Assessment: Operations Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.4N	O-N-9	Requirements Gathering	14 items were filed in recent SA1 call for EMI-1 and EMI-2 requirements, the SA1 survey was successfully completed. So we consider the activity as performing at acceptable level, however we see areas that could be improved.	3	It proved to be difficult to find people who has enough level of expertise to be able to reply to the call at the NGI level. Often people are focused on some individual tasks and do not have a wider scope expertise to answer some questions, a kind of council who could decide on the strategic things could be more efficient.

SA1.1N	O-N-9	Operations Coordination	Polish NGI takes advantage of PL-Grid project running in parallel where all operations issues are announced and discussed bi-weekly. Issues and problems requiring more timely responses are coordinated by the Regional Technical Support team via instant communication and other means. We consider this activity as well shaped and efficient.	3	Sometimes it happens that no single reply is given. Some more attention to the reason for "no feedback" cases could be paid.
SA1.2N	O-N-9	Security	The activity is responsible for oversight of sites in terms of security issues as well to inform sites in case there is a security vulnerability found. All cases for security vulnerabilities were properly propagated to Polish sites and appropriate corrective action was performed.	3	write here

Infrastructure Services (Table 3)

Table 3: NGI Assessment: Operations Services >> Infrastructure Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.3N	O-N-9	Software Rollout	The activity makes sure the sites are following the software release update cycles. All NGI_PL sites had no issues related to installed gLite version.	3	write here
SA1.4N	O-N-3	Monitoring	The activity is well organized as it joins together stability and flexibility. Two monitoring boxes are kept within NGI_PL - one for monitoring of OPS VO services and the other one for monitoring vo.plgrid.pl services which is the VO used by Polish scientists. The set vo.plgrid.pl probes was extended to improve WMS monitoring as well as to integrate UNICORE probes. The extra tests are shown on Operations Dashboard for operators. Both machines are regularly updated as requested by the project and we observed no significant interruptions in their work.	5	write here
SA1.5N	O-N-2	Accounting	The activity was busy with migration from R-GMA to Active MQ APEL. All Polish sites finished migration well in advance before the deadline. Polish sites are regularly checked for completeness of accounting data published to central repository and republication follows if necessary.	4	write here
SA1.4N	O-N-1 O-N-4	Configuration Repository and Operations Portal	The activity analysed possibility to install configuration repository in NGI_PL but it was found out that there is no added value for that. The reason is that there is no synchronisation of data between central and regional instances implemented. Moreover extending the database schema for new attributes seems problematic as it requires modification of web interface, access rights management based on user roles and changing the database schema. There is no guarantee that locally made changes will survive the software update cycle. NGI_PL is happy with using central Operations Portal, we do not see much added value of having own Operations Portal when the central instance provides present level of configuration flexibility.	4	write here
SA1.6N SA1.7N	O-N-6 O-N-7	Helpdesk	The activity allows smooth ticket flow between EGI and NGI_PL. The ticket exchange interface between national and global systems as well the regional tool works without any problems. Procedures and teams for handling tickets proved to be well crafted as no tickets stay too long in the system.	5	We do not identify areas requiring improvements here.

| SA1.8N | O-N-5 O-N-8 | Core Services | NGI_PL core services are established in enough amount and at enough availability level. However, there were some issues found about WMSes which were reported as unstable. Suitable monitoring was put in place to avoid this problem. gLite UI machines are considered as core services as well. NGI_PL works towards establishing monitoring of these. | 5 | We do not identify areas requiring improvements here. |

Other (Table 4)

Table 4: NGI Assessment: Other

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA2.3N		Policy Development	Compliance of NGI procedures with reccomendations from EGI have been checked only partially. There have been discovered procedures in Polish NGI, however which could be applied by other NGI's. For example procedure for provision of unified access to software packages.	3	Confirmation of all NGI procedures with EGI reccomendations needs to be performed as well as discovery of the possibility to apply Polish NGI procedures by other NGIs.
NA2.2N	E-N-2	Dissemination	Disseminating activities are performed on conferences (grid and science disciplines related) and workshops. Disseminating materials are also distributed during meetings with the community and during occasional appearances.	4	Better visibility during scientific conferences is necessarily.

NGI International Task Review MS109 Romania

Introduction

User Services

Human Services (Table 1)

Table 1: NGI Assessment: User Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA3.3N	U-N-3 U-N-13	Requirements Gathering	Requirements gathering process is performed informally using internal communication channels like mailing lists, or during regular skype meetings where these type of issues might be discussed.	2	more focus on the users needs, and try to put more effort in order to disseminate the EGI.eu information and harmonization between local and international projects. Deploy some kind of ticketing system in order to keep track of these issues.
NA3.3N	U-N-14 U-N-15	Application Database	not used too much	2	try to promote it to local developers and research groups and update it with NGI_RO apps.
NA3.3N	U-N-16 U-N-17	Training	training events were performed informally	2	try to create localized on-line training and learning resources as a digital library, which is more convenient to use.

NA3.3N	U-N-12 U-N-18 U-N-19	Consultancy	performed consultancy for new NGI members, or prospective members.	3	specialize the consultancy offer

Operations Services

Human Services (Table 2)

Table 2: NGI Assessment: Operations Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.4N	O-N-9	Requirements Gathering	performed during regular RoGrid-NGI Consortium meetings	3	lower the barrier to receive the feedback from operations, e.g. use a trouble ticketing system.
SA1.1N	O-N-9	Operations Coordination	participation in OMB meetings and other operations meetings. circulate the information to all responsible people in the project	4	be more active and participate in all meetings whenever possible
SA1.2N	O-N-9	Security	quick response when there was a problem	4	more training in this area could be useful

Infrastructure Services (Table 3)

Table 3: NGI Assessment: Operations Services >> Infrastructure Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.3N	O-N-9	Software Rollout	we are not involved in software rollout process	0	not planning to get involved at this moment
SA1.4N	O-N-3	Monitoring	NGI_RO monitoring is performed by UTCN partener. The service is stable and reliable.	4	no plans at this moment
SA1.5N	O-N-2	Accounting	using central accounting system. All sites migrated to new APEL system	4	no plans at this moment
SA1.4N	O-N-1 O-N-4	Configuration Repository and Operations Portal	using central operations portal	4	no plans at this moment
SA1.6N SA1.7N	O-N-6 O-N-7	Helpdesk	use GGUS directly	4	no plans at this moment
SA1.8N	O-N-5 O-N-8	Core Services	provide top level BDII, LFC, MyProxy services	3	deploy WMS/LB.

Other (Table 4)

Table 4: NGI Assessment: Other

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA2.3N		Policy Development	write here	0-5	write here
NA2.2N	E-N-2	Dissemination	write here	0-5	write here

NGI International Task Review MS109 Serbia

Introduction

User Services

Human Services (Table 1)

Table 1: NGI Assessment: User Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA3.3N	U-N-3 U-N-13	Requirements Gathering	Collecting of requirements is done through direct contacts with user communities and through Grid users training events.	4	-
NA3.3N	U-N-14 U-N-15	Application Database	Grid applications used by major NGI_AEGIS users are available through the EGI AppDB and this list is constantly updated. There is no Application Database at the national level.	4	We don't have the need for implementation of the Application Database at the national level. The only improvement from our side could be more frequent updates of EGI AppDB with NGI_AEGIS Grid applications.
NA3.3N	U-N-16 U-N-17	Training	NGI training team is organizing training events for Grid users and site administrators at the national level and also participates in international training events.	5	No need for major improvement.
NA3.3N	U-N-12 U-N-18 U-N-19	Consultancy	Consultancy is provided through the direct interaction with users.	4	Further development of documentation.

Operations Services

Human Services (Table 2)

Table 2: NGI Assessment: Operations Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.4N	**O-N-9**	Requirements Gathering	Dedicated technical mailing lists are used for gathering of requirements.	4	Level of expertise could be improved among the technical support staff in the NGI. Number of highly skilled personnel could be also increased.
SA1.1N	**O-N-9**	Operations Coordination	Coordination is achieved through the dedicated mailing lists and newly established NGI_AEGIS Helpdesk.	4	-
SA1.2N	**O-N-9**	Security	Security officers are well trained and organized, with fast response to security issues.	4	We could organize a dedicated security training events on a regular basis.

Infrastructure Services (Table 3)

Table 3: NGI Assessment: Operations Services >> Infrastructure Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.3N	**O-N-9**	Software Rollout	NGI_AEGIS AEGIS01-IPB-SCL site is successfully participating as an early adopter for two gLite services (CREAM CE and Torque Utils).	4	To include more NGI sites in the Staged Rollout procedures.
SA1.4N	**O-N-3**	Monitoring	Successfully deployed NGI Nagios instance that monitors not only national resources but also resources of Georgian NGI (NGI_GE).	4	-
SA1.5N	**O-N-2**	Accounting	Transition to glite-APEL nodes of NGI_AEGIS was performed on time, well before the deadline. We are using a centralized APEL accounting node at AEGIS01-IPB-SCL site, to simplify the administration for other NGI_AEGIS sites and general accounting coordination. All sites are successfully maintaining synchronization of their local APEL databases with the published data.	5	-
SA1.4N	**O-N-1** **O-N-4**	Configuration Repository and Operations Portal	Curently, we don't have the need for the deployment of regionalised versions of these tools.		-
SA1.6N **SA1.7N**	**O-N-6** **O-N-7**	Helpdesk	Full production version of regionalized version of GGUS Helpdesk was recently introduced (NGI_AEGIS Helpdesk). Interface with GGUS helpdesk is provided.	4	New national Helpdesk instance is advertised at recently organized training event for site administrators and is expected to be used more frequently than the mailing lists.
SA1.8N	**O-N-5** **O-N-8**	Core Services	NGI_AEGIS has successfully deployed all core Grid services (top-BDII, MyProxy, VOMS and FTS, as well as multiple WMS, LB, and LFC service instances). NGI_AEGIS also runs its national CA (AEGIS CA). NGI_AEGIS core services are used not only at the national, but also at international level by many of NGIs from the South East Europe region.	5	

Other (Table 4)

Table 4: NGI Assessment: Other

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA2.3N		Policy Development	We actively follow and contribute to the development of policies in various areas, from operations and security, to user communities support and international collaboration. This development has made a significant progress, but still a lot of policies are in the draft status.	3	Speed up policy drafting process and aim at adopting first official versions at earliest convenience.
NA2.2N	E-N-2	Dissemination	The dissemination activity is organized at quite a wide level and in principle has appropriate impact on policy makers, user communities and general public.	4	The dissemination activities can be still broadened and organized more frequently, with perhaps some elements of collaboration between NGIs.

NGI International Task Review MS109 Slovakia

Introduction

User Services

Human Services (Table 1)

Table 1: NGI Assessment: User Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA3.3N	U-N-3 U-N-13	Requirements Gathering	NGI_SK is trying to get new grid users by various means.	3	More active participation with EGI.eu/NA3 is expected.
NA3.3N	U-N-14 U-N-15	Application Database	Although we helped some of NGI_SK users to move their application to grid, we did not entered our results into the application database.	2	Insert already gridified applications into database, even if the same application is already there, entered by other partner.
NA3.3N	U-N-16 U-N-17	Training	Several trainings for grid users were provided (one course in October and several individual trainings).	3	We expect that user community will slowly grow and more training courses will be provided on demand.
NA3.3N	U-N-12 U-N-18 U-N-19	Consultancy	We provided consultations to system administratons of NGI_SK sites and individual consultantions to users and potential users.	3	Improving according to demands of admins and users is expected.

Operations Services

Human Services (Table 2)

Table 2: NGI Assessment: Operations Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.4N	O-N-9	Requirements Gathering	We did not received any specific requirements from our sites.	2	As the NGI infrastructure will get larger we expect more requirements to be collected.
SA1.1N	O-N-9	Operations Coordination	NGI_SK participates on regular OMB and OM meetings.	3	none
SA1.2N	O-N-9	Security	Security related activities were properly propagated and followed.	3	none

Infrastructure Services (Table 3)

Table 3: NGI Assessment: Operations Services >> Infrastructure Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.3N	O-N-9	Software Rollout	NGI_SK did not participated in Software Rollout.	2	We plan to setup EA resources and participate in Software Rollout for EMI 1.0
SA1.4N	O-N-3	Monitoring	National Nagios instance is maintained and kept up-to-date.	3	none
SA1.5N	O-N-2	Accounting	All NGI_SK sites have migrated to ActiveMQ well ahead before the deadline.	3	none
SA1.4N	O-N-1 O-N-4	Configuration Repository and Operations Portal	We are using central GOCDB and Dashboard.	0	none
SA1.6N SA1.7N	O-N-6 O-N-7	Helpdesk	We provide dedicated support unit in central GGUS.	3	Currently the support unit in central GGUS is sufficient for us, this might be revised in the future as infrastructure will get larger.
SA1.8N	O-N-5 O-N-8	Core Services	NGI_SK provides national instance of top level BDII, WMS and PX for regional VO (VOCE), national CA, more local UIs.	3	Operation of national top BDII was stable, however we are in the process of setting up HA cluster for it to ensure availability in the case of HW failure.

Other (Table 4)

Table 4: NGI Assessment: Other

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA2.3N		Policy Development	NGI_SK implements EGI policies and procedures, and as we are small NGI, we do not actively participate in policy development.	3	More actively participate in developing EGI policies and procedures, develop and sign national policies and procedures that are in alignment with those of EGI.
NA2.2N	**E-N-2**	Dissemination	SlovakGrid SK • Organization of annual International Workshop on Grid Computing for Complex Problems in Bratislava • Press conference organization • Dissemination and popularization articles in Slovak journals • Presentations and papers on grid computing in proceedings of scientific conferences • Preparation of study materials on grid computing (CD in Slovak) • SlovakGrid website creation and actualization [1] • Preparation of materials for Ministry of education of Slovak republic, regarding participation of SR in EGI • Public events organised by NGI team	4	Visibility of Slovak NGI - SlovakGrid should be increased.

References

[1]   http://www.slovakgrid.sk

NGI International Task Review MS109 Slovenia

Introduction

User Services

Human Services (Table 1)

Table 1: NGI Assessment: User Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA3.3N	U-N-3 U-N-13	Requirements Gathering	Some information was received on our mailing list. We have obtained a lot of useful feedback from the representatives of organizations through the main NGI meeting, organized in November 2011, and follow-up communications and meetings. It appears that users need HPC capabilities for their work (at the moment we do not provide one). Additional extensive assessment is being done through targeted questionnaires orchestrated with the Ministry of Higher Education, Science and Technology and more specific questionnaires in larger research institutions.	4	Several user communities have expressed requirements for HPC jobs, so a HPC-enabled cluster is being built and an existing cluster will be integrated as a new grid-site in 2011.
NA3.3N	U-N-14 U-N-15	Application Database	We currently have separate application databases for gLite and ARC interfaces.	2	Currently the application databases are separated and do not integrate well the information on versioning, availability etc. We plan a complete reconstruction of the system to be more user-oriented and helpul.
NA3.3N	U-N-16 U-N-17	Training	An "ARC school" training event was organized in May 2010, since then no trainings for users were organized but some training for administrator took place in the process of new sites integration and consultancy. We have organized NGI meeting in November 2010 and invited the interested faculties, institutes and agencies. Further technical support was available by mailing lists and (video)conferences. We have provided a detailed documentation for the end users and for site administrators.	3	When needed we will organize a workshop for end users (more interest for Nordugrid Arc middleware).
NA3.3N	U-N-12 U-N-18 U-N-19	Consultancy	Since we have a small grid community, we have provided most of the necessary support by mailing lists and instant messaging. Some face to face meetings we arranged as well, where we have advised our users individually. Extensive targeted consultancy took place for new sites, in particular the Faculty for Civil Engineering.	4	We are satisfied with the work done, but there is always room for improvements. Face to face meetings are hard to arrange (we do not have a lot of staff with time and/or necessary skills).

Operations Services

Human Services (Table 2)

Table 2: NGI Assessment: Operations Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.4N	O-N-9	Requirements Gathering	your assessment here	4	how to improve
SA1.1N	O-N-9	Operations Coordination	We have very good nation coordination with grid sites and VOs, but lack sufficient present in the central bodies due to lack of manpower.	3	We hope to improve our presence in central bodies once extensive work on integration of existing national resources is finished.
SA1.2N	O-N-9	Security	We have established integration and coordination between the grid security incident response channeles and the national CERT through Arnes. Our security set-up seems to be effective and responsive at this time.	4	More tools and informational services will be needed for future growth of the national infrastrucutre.

Infrastructure Services (Table 3)

Table 3: NGI Assessment: Operations Services >> Infrastructure Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.3N	O-N-9	Software Rollout	Due to the long established software testing and roll-out role of the Jozef Stefan Institute grid site for gLite and ATLAS, we have extensive technical know-how (with the ability to run different software stacks on the same cluster) and procedures in-place to provide a good software rollout and feedback solution.	5	More work on reporting and feedback is planned in the future, pending additonal man power.
SA1.4N	O-N-3	Monitoring	We have a central national Nagios, both sites are monitored through this software. Each site has a site egee-Nagios as well. We are monitoring bandwidth, disk usage, network usage, load etc. by cacti. Mails and messages are sent to site administrators when a problem occurs. In addition, we are running the global Nagios monitor for IGTF.	5	We will add monitoring the I/O operations as well.
SA1.5N	O-N-2	Accounting	Both sites are publishing, for gLite and ARC. We have devloped a solution for gLite and ARC accounting integration and are ready to deploy the systems to the new sites as they come up.	0-5	For ARC, better support for VO information is needed.
SA1.4N	O-N-1 O-N-4	Configuration Repository and Operations Portal	write here	0-5	write here
SA1.6N SA1.7N	O-N-6 O-N-7	Helpdesk	Support is provided on mailing lists and instant messaging, documentation is available on wiki pages. We also arrange face to face meetings when needed and provide technical support by telephone or consultation.	3	We cannot provide more at this point and it is not needed.
SA1.8N	O-N-5 O-N-8	Core Services	Both sites have their own central services: gLite WMS, CreamCE, LBS, APEL, BDII and ARC server. New partners will make use of them as well.	5	?

Other (Table 4)

Table 4: NGI Assessment: Other

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA2.3N		Policy Development	write here	0-5	write here
NA2.2N	E-N-2	Dissemination	Due to extensive workload with site integration and low man power considering the tasks, our dissemination efforts have been relatively low but very targeted.	2	We are in the process of starting bigger dissemination campaigns involving national papers, specialized magazines, radio and TV.

NGI International Task Review MS109 Sweden

Introduction

User Services

Human Services (Table 1)

Table 1: NGI Assessment: User Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA3.3N	U-N-3 U-N-13	Requirements Gathering	No particular system on local scale. None planned either. Requirements can come up in the direct interaction between resource providers and users like on training events or over the support system.	3	No direct need for improvement seen. Will profit from increased interaction with future training events.
NA3.3N	U-N-14 U-N-15	Application Database	Current user community is using applications that should already be part of the Application Database	3	Increase the number of interested users.
NA3.3N	U-N-16 U-N-17	Training	New training guidelines are about to be written. So far training was provided in interactive dedicated sessions per user group on demand.	4	Improved and more generalized training will be achieved with the new howtos, which will also enable us to reach a bigger user community.
NA3.3N	U-N-12 U-N-18 U-N-19	Consultancy	Local expertise in direct interaction with the known user groups is excellent and leads normally to increased satisfaction.	4	All the accumulated knowledge has to be written down, merged and generalised.

Operations Services

Human Services (Table 2)

Table 2: NGI Assessment: Operations Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.4N	O-N-9	Requirements Gathering	Requirements arise automatically during normal operations. They are collected and discussed in regular phonemeetings and then in regular intervals entered into the central system.	4	Decrease the collection interval for requirements that are not considered of critical importance.
SA1.1N	O-N-9	Operations Coordination	No problems what so ever in internal coordination can be detected and presence at OMB at all times could be achieved.	4	More proactive engagement might be possible.
SA1.2N	O-N-9	Security	Experienced security officers work excellent and fast together with highly motivated sysadmins. Information is propagated on different communication media for perfect goal achievement and immediate knowledge-sharing. We tend to be finished, before other NGIs even start. Gained experience and working solutions are forwarded over the security mailinglists to help the others get going.	5	We could always be even faster.

Infrastructure Services (Table 3)

Table 3: NGI Assessment: Operations Services >> Infrastructure Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.3N	O-N-9	Software Rollout	The software rollout works very well. New releases and bugfixes of the ARC middleware are installed in a timely manner on all systems in Sweden.	4	The more precise deployment schedules introduced with the official start of EMI 1 will make the process even smoother.
SA1.4N	O-N-3	Monitoring	During the first ten months of EGI, we have switched over to NAGIOS based monitoring. The switchover went essentially smooth, with no major problems. The ARC probes have continuously improved.	4	Some ARC probes still have to be tuned to cover all outtage possibilities.
SA1.5N	O-N-2	Accounting	The new version of SGAS, the accounting component of ARC is deployed at all sites. SGAS has a very good and stable registration client which can register to multiple SGAS instances, and will retry registration as long as the service is unavailable. It keeps also track of where to records have been registered to, and can do registration per VO. We collect accounting statistics for all local, regional and international VO's. Relevant parts of the statistics is transferred through NDGF which inserts aggregated usage data into APEL via ActiveMQ to the APEL accounting database.	4	We need to improve visualisation of of the accounting information without preconfigured custom views. the reports provided from the accounting portal. APEL: Documentation and source code are virtually non-existant. OGF should be pushed to issue an UR v 2 release containing at least the suggested UR extensions by APEL. SGAS has even more UR extensions. An aggregate UR would be desirable and an obvious way to go with RUS, which is APELs input interface in the middle-term roadmap.
SA1.4N	O-N-1 O-N-4	Configuration Repository and Operations Portal	We have not deployed the regionalised versions of these tools.	0	-

SA1.6N SA1.7N	O-N-6 O-N-7	Helpdesk	In Sweden we deploy our own RT-based helpdesk. This works quite well, response times to users are short an quality of respones are high. The integration with the GGUS helpdesk system is currently handled manually.	3	Integration with the GGUS helpdesk system needs improvement.
SA1.8N	O-N-5 O-N-8	Core Services	We aim to provide high quality core services for all supported VO's. In most cases this has worked out very well.	4	-

Other (Table 4)

Table 4: NGI Assessment: Other

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA2.3N		Policy Development	We implement binding EGI policies and took leadership in the Operational Documentation Best Practices working group.	4	-
NA2.2N	E-N-2	Dissemination	Dissemination activities in Sweden is mostly coordinated through the Swedish Grid User Support Initiative, a locally funded initiative to improve documentation for Swedish Grid users.	3	Internal dissemination activies on a bigger scale have just started. More effort on the coordination with the EGI.eu dissemination efforts are needed.

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Introduction

User Services

Human Services (Table 1)

Table 1: NGI Assessment: User Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA3.3N	U-N-3 U-N-13	Requirements Gathering	User requirements are usually gathered in direct interaction with the users and user groups.	3	It could be useful to better know about user requirements in other NGI's, in order to match them with similar requirements here.
NA3.3N	U-N-14 U-N-15	Application Database	AppDB is being populated with some applications from users.	3	Ensure that the entries in AppDB are available to new users and maintained.
NA3.3N	U-N-16 U-N-17	Training	Profit from training sessions at conferences. Grid School on a yearly basis. No e-trainings available.	3	Make more use of EGI training database http://training.egi.eu/.
NA3.3N	U-N-12 U-N-18 U-N-19	Consultancy	Consultancy is mainly done through the helpdesk system.	3	Try to improve compatibility with national systems by shibboleth introduction.

Operations Services

Human Services (Table 2)

Table 2: NGI Assessment: Operations Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.4N	O-N-9	Requirements Gathering	Contact with users and potential users, participation in surveys from EGI	4	As these are weak criteria, they can always be improved
SA1.1N	O-N-9	Operations Coordination	Operations Coordination at a national level is done through weekly phoneconfs in SMSCG [1]. Presence at OMB's can be achieved and informations can be circulated.	4	European and national infrastructure should be brought closer to each other.
SA1.2N	O-N-9	Security	System administrators are highly aware of risks and vigilant. National CERT team is directly involved in Grid activities. Information channels are working well.	5	Optimize feedback on updates at sites

Infrastructure Services (Table 3)

Table 3: NGI Assessment: Operations Services >> Infrastructure Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.3N	O-N-9	Software Rollout	Sites are participating as early adopters for specific components they operate or know.	5	N/A
SA1.4N	O-N-3	Monitoring	Nagios requirements have recently been submitted	4	Ensure smooth operation of many different Nagios boxes with slightly different purposes and scopes.
SA1.5N	O-N-2	Accounting	Options and tasks for NGI whithin EGI still somewhat unclear. National level: work with SGAS.	3	EGI Accounting should provide information on the usage of the infrastructure binned by employing institution across national boundaries.
SA1.4N	O-N-1 O-N-4	Configuration Repository and Operations Portal	There's no intention to use localized instances of GOCDB or Operations Portal	5	N/A
SA1.6N SA1.7N	O-N-6 O-N-7	Helpdesk	Using nationalized xGUS instance is currently under discussion	4	Will find out whether xGUS instance can be shibbolized
SA1.8N	O-N-5 O-N-8	Core Services	All necessary core services are in place	5	N/A

Other (Table 4)

Table 4: NGI Assessment: Other

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA2.3N		Policy Development	The national Swiss grid infrastructure (SMSCG) has adopted policies that are very close to the EGI policies and further harmonization is foreseen.	4	Further harmonization on an "as-needed/whereever-possible" basis.
NA2.2N	E-N-2	Dissemination	Dissemination done through the Swiss National Grid Association (SwiNG). It has been found hard to effectively communicate important information to all relevant stakeholders due to the fragmented structure of the Swiss higher education sector.	2	Closer contact to user communities and address their needs and requirements.

References

[1] http://www.smscg.ch

NGI International Task Review MS109 Turkey

Introduction

User Services

Human Services (Table 1)

Table 1: NGI Assessment: User Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA3.3N	U-N-3 U-N-13	Requirements Gathering	The user requirements are gathered via e-mail or during the training events with local communities.	4	With the increased number of training events, face to face meeting would be possible to determine the requirements of users more accurately. Also, connection with the broad user communities is needed.
NA3.3N	U-N-14 U-N-15	Application Database	Currently no registered application on the database, even we have announced it to national user communities.	3	The users should be encouraged to publish their application on the AppDB by the encouragement of our User Support Team.
NA3.3N	U-N-16 U-N-17	Training	We have organized training events that the facility of remote access is available. The experienced users can share their knowledge as well. Also, these training events are useful for the human network of users who are working in the same scientific area.	4	Available materialsneeds to be updated with more available examples, applications, etc. to get better performance when using EGI infrastructure.
NA3.3N	U-N-12 U-N-18 U-N-19	Consultancy	A RT-based helpdesk is available for users to consult. Furthermore, a user can directly interact with our NGI via e-mail or phone. The User Support Team tries to response to the user as soon as possible at most within the one working day. Also wiki pages are updated continuously for users to give direct information of the cases.	4	Provide an environment such as forum or e-mail list that relevant researchers are subscribed that a user can get help internally within a community.

Operations Services

Human Services (Table 2)

Table 2: NGI Assessment: Operations Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.4N	**O-N-9**	Requirements Gathering	The operational staffs are working on the same building in NGI_TR Operation Center. Therefore, it is easy and fast to gather requirements of them when needed. Furthermore, they regularly attend the OMB meeting and have a chance to discuss raised issues inside the group.	4	To report improvements on the service level requires deep knowledge and expertise, it is difficult to get response from grid administrators. The training events or publicly available documents regarding to EMI might be help.
SA1.1N	**O-N-9**	Operations Coordination	NGI_TR Operation Center researchers and administrators are working on the same floor of the same building. Due to work in the same floor, no trouble was detected during the internal operations activities and attending the OMB meeting. The communication between colleagues is practical.	4	-
SA1.2N	**O-N-9**	Security	Whenever a vulnerability security is reported, all site admins and operation managers are aware of the problem and take required actions immediately. The progress on the operation is monitored by a specific of experienced staff within NGI	3	-

Infrastructure Services (Table 3)

Table 3: NGI Assessment: Operations Services >> Infrastructure Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.3N	**O-N-9**	Software Rollout	NGI_TR sites are managed centrally. NGI_TR Operation Center is followed the related updates and additional installations. Site administrators are encouraged to deploy the software as early adapter and report the problem they faced	3	-
SA1.4N	**O-N-3**	Monitoring	There are two different monitoring boxes are used by NGI_TR Operation Center. One of them is the national monitoring portal which has been deployed for critical services that NGI_TR is provided. All the operational managers are authorized to access the portal and any of them can handle the occurred problem at the site in order to fix problem as quick as possible. The other monitoring box has been deployed to monitor the hosts registered in the infrastructure. The system administrator of the related site is informed to get help to fix issue.	5	The local system administrators can be authorized to access the local monitoring tool and encouraged required the actions to fix problem quickly. Since this box monitors the hosts which do not run critical services, the administrators should feel to any change on the host.
SA1.5N	**O-N-2**	Accounting	All NGI_TR sites are migrated from R-GMA to glite-APEL and the accounting information was published by using active MQ Apel. Furthermore, there is an accounting repository server that accumulates the records from the sites regularly.	4	-

SA1.4N	O-N-1 O-N-4	Configuration Repository and Operations Portal	NGI_TR administrators are currently using and following Central Configuration Database (GOCDB) and Operations Portal.	3	-
SA1.6N SA1.7N	O-N-6 O-N-7	Helpdesk	The RT-based helpdesk is available for the users to report the problems. But, the users mostly prefer to interact with the support team via e-mail. Also, we are using GGUS for getting site problems and these two systems are working independently.	3	We will encourage the users to report their problem by using helpdesk system. Also we are discussing to connect the local helpdesk system with GGUS.
SA1.8N	O-N-5 O-N-8	Core Services	The core services, top-BDII, LFC, WMS, MyProxy, AMGA, VOMS, required for local users and supported several virtual organizations are operated with satisfactory availability and reliability level. New requirements on the services are provided quickly.	5	-

Other (Table 4)

Table 4: NGI Assessment: Other

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA2.3N		Policy Development	write here	0-5	write here
NA2.2N	E-N-2	Dissemination	We performed dissemination activities on national and international conferences relating to scientific computing and also we had published materials	3	-

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Introduction

User Services

Human Services (Table 1)

Table 1: NGI Assessment: User Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA3.3N	**U-N-3** **U-N-13**	Requirements Gathering	The UK community has been stable for some time. Requirements capture has been carried out in a) expanding the particle physics community to new experiments and ones reaching a phase of significant computing activity. This has been done well within an existing forum for experiment computing. b) Engaging with ESFRI Projects with significant UK participation.	4	a) was done well, b) met some difficulties due to large projects wanting to create their own infrastructures. Although we hear that the EC wants such communities to use EGI, this doesn't seem evident on the ground. Better communications from the EC would help improve.
NA3.3N	**U-N-14** **U-N-15**	Application Database	UK has its own version which is automatically populated from software availability publication in the BDII. This has met the stable UK needs well.	3	Could have advertised the availability of applications outside the UK better.
NA3.3N	U-N-16 U-N-17	Training	Most national training requirements are currently met through activities of the NGS project. These include events such as roadshows where user outreach and training is taken to targeted institutions and communities, and an annual conference, the NGS Innovation Forum. There is also a weath of online materials such as tutorials and demos, example scripts for running applications and case studies demonstrating how researchers have used e-infrastructures and the benefits they have received. Several years ago the UK had dedicated middleware service training for site admins but training is generally now conducted by experienced established persons teaching new recruits on the job. After a steady start there has been an increased level of communication between EGI.eu and our NGI regarding training, such as a push to publicise NGI training events in the EGI training calendar. this is seen as a good move by the UK NGI. Funding for training as an international task is not sufficient to offer the services currently available and are more than offset by matched effort within the NGI. Moving forward to new cycles of funding begining 2011 it is unlikely that the effort will continue at its current level.	4	improvements to the training online tools, currently under redesign in the global task, should reinvigorate uptake of common training tools and improve the NGI training experience.
NA3.3N	**U-N-12** **U-N-18** **U-N-19**	Consultancy	write here	0-5	write here

Operations Services

Human Services (Table 2)

Table 2: NGI Assessment: Operations Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.4N	**O-N-9**	Requirements Gathering	The UK community has been stable for some time. Requirements capture has been carried out in a) expanding the particle physics community to new experiments and ones reaching a phase of significant computing activity. This has been done well within an existing forum for experiment computing. b) Engaging with ESFRI Projects with significant UK participation.	4	a) was done well, b) met some difficulties due to large projects wanting to create their own infrastructures. Although we hear that the EC wants such communities to use EGI, this doesn't seem evident on the ground. Better communications from the EC would help improve.
SA1.1N	**O-N-9**	Operations Coordination	The UK has a well-oiled operations infrastructure with regular meetings of sites, of VOs, and both together. The team participates in regular EGI, WLCG, and UK NGI operations meetings. This has enabled the UK to keep one of the largest NGI infrastructures running smoothly.	5	write here
SA1.2N	**O-N-9**	Security	Currently UK NGI is composed of UK GridPP project and UK NGS (National Grid Services) project. The security incident response channels of both projects had been well established. For historical reasons, the two channels are independent to each other at the moment, but the incident response cross the two projects is coordinated by the GridPP and NGS security officer, who is also head of EGI CSIRT. A member-only non-public security mailing list has also been setup and being used by UK NGI system admininstrators to discuss or share any security-related topics. UK NGI also makes significant contribution to EGI Software Vulnerability Group (EGI SVG) activities, currently 3 out of 15 RAT (Risk Assessment Team, the core team of software vulnerability group) members come from UK NGI, of which Linda Cornwall is the chair of EGI SVG.	4	It will be desired to bring the two seperate incident response channels into a single comprehensive one.

Infrastructure Services (Table 3)

Table 3: NGI Assessment: Operations Services >> Infrastructure Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.3N	**O-N-9**	Software Rollout	UK sites are involved with the staged rollout of a number of components including CREAM, ARGUS, WMS and DPM mySQL. The number of components is perhaps above expectation but there are still many issues affecting middleware reaching production which is disappointing.	3	The UK is currently rearranging various aspects of its operations including the way software is tested and deployed by a core team. In addition there needs to be more testing against NGS sites which have different priorities to GridPP sites.
SA1.4N	**O-N-3**	Monitoring	The UK has run a Nagios instance for sometime now. This is monitoring GridPP sites and providing data for regional operations.	3	NGS sites need to be monitored. The Nagios and monitoring framework are being moved to new and dedicated hardware to improve the resilience and capability.
SA1.5N	**O-N-2**	Accounting	All sites publishing. Results verified. Remaining issue with incompleteness of Condor publishing. All sites migrated to glite-APEL.	5	write here
SA1.4N	**O-N-1** **O-N-4**	Configuration Repository and Operations Portal	write here	0-5	write here
SA1.6N **SA1.7N**	**O-N-6** **O-N-7**	Helpdesk	For historical reasons the national level NGS helpdesk is currently separate from GGUS. Both helpdesks are run in parallel by the same support team and effectively serve their respective established user-bases,GGUS for traditional wLCG/GridPP/EGI communities and NGS for all others. The current plan it to continue using this setup.	4	An obvious improvement might seem to be to merge our helpdesks but the separation is due to historical reasons and since both helpdesk effectively serve their respective established user-bases, this are no plans to change this
SA1.8N	**O-N-5** **O-N-8**	Core Services	write here	0-5	write here

Other (Table 4)

Table 4: NGI Assessment: Other

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA2.3N		Policy Development	write here	0-5	write here

NA2.2N	E-N-2	Dissemination	As an NGI the UK has a very strong dissemination activity. It if funded independently through both the NGS and GridPP projects and includes national events such as the GridPP collaboration workshop and NGS Innovation Forum and maintaining a presence at national and international conferences. The UK was one of the first national federations to have a NGI rather than project representation at conferences such as the EGEE and EGI Technical and User Fora and where appropriate it teams up with other national projects such as the Software Sustainability Institute, OMII-UK and Grid-Ireland. The UK maintains close links to EGI's central dissemination team. The UKs dissemination activity is currently heavily subsidised by national projects and as these enter new funding cycles it is likely to be ramped down accordingly.	5	no suggestions

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User Services

Human Services (Table 1)

Table 1: NGI Assessment: User Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA3.3N	U-N-3 U-N-13	Requirements Gathering	write here	0-5	write here
NA3.3N	U-N-14 U-N-15	Application Database	write here	0-5	write here
NA3.3N	U-N-16 U-N-17	Training	write here	0-5	write here
NA3.3N	U-N-12 U-N-18 U-N-19	Consultancy	write here	0-5	write here

Operations Services

Human Services (Table 2)

Table 2: NGI Assessment: Operations Services >> Human Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.4N	O-N-9	Requirements Gathering	write here	0-5	write here
SA1.1N	O-N-9	Operations Coordination	write here	0-5	write here
SA1.2N	O-N-9	Security	write here	0-5	write here

Infrastructure Services (Table 3)

Table 3: NGI Assessment: Operations Services >> Infrastructure Services

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
SA1.3N	O-N-9	Software Rollout	write here	0-5	write here
SA1.4N	O-N-3	Monitoring	write here	0-5	write here
SA1.5N	O-N-2	Accounting	write here	0-5	write here
SA1.4N	O-N-1 O-N-4	Configuration Repository and Operations Portal	write here	0-5	write here
SA1.6N SA1.7N	O-N-6 O-N-7	Helpdesk	write here	0-5	write here
SA1.8N	O-N-5 O-N-8	Core Services	write here	0-5	write here

Other (Table 4)

Table 4: NGI Assessment: Other

EGI-InSPIRE	EGI_DS	Name	Assessment	Score	How to Improve
NA2.3N		Policy Development	write here	0-5	write here
NA2.2N	E-N-2	Dissemination	write here	0-5	write here

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