# OLA NGI questionnaire

**OLA status**

1. Number of certified sites in the NGI

2. Number of sites that have already signed an OLA or comparable document

3. In case of a comparable document being used, describe deviations from the metrics used in the original EGI OLA document.

4. What is the main obstacle to the adoption of the OLA by all sites?

5. Which are the main considerations / objections of sites to the OLA?

6. Describe any modifications that you would consider to the OLA metrics definitions?

7. Are there any metrics that should be added/removed from the OLA? Include a brief justification for your answer.

**Enforcement methodology**

8. Are there any improvements you would propose to apply in your region to the current enforcement methodology of the OLA? (Monthly League Table, justifications for breach of A/R metrics)

9. What kind of rewards/penalties for sites would you consider for over/underachieving sites?

10. Do you find the current system for providing justifications for A/R failures adequate? If not why? What else would you use?

11. Do the justifications in general adequately describe the incident, main cause and the recovery strategy used?

**Monitoring Tools**

14. Describe any defects that you’ve encountered with the OLA monitoring tools currently used (e.g. GridView)?

15. Describe any improvements that you would consider to the OLA monitoring tools currently used (e.g. GridView)?

**Future developments**

16. Do you think that the OLA (or part of it) should be part of the site certification process or remain a separate process?

17. How do you (or would you if not) manage OLAs between VOs and sites in your region? Please provide your ideas even if you do not have such OLAs

**Operational Statistics**

19. Number of sites that have failed to comply with the OLA per metric per month for the last six months.

20. Name the main causes of unscheduled downtime for the sites in your region. (e.g. hardware problems, middleware problems, other software problems – please specify, lack of resources, electrical/cooling problems, network problems, other).

21. Provide a summary of the main reasons sites fail to fulfil the monthly A/R requirements.