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| **Details of the document being reviewed** |
| *Title:* |  **Deployed Middleware Support Unit Operations Procedures** | *Doc. identifier:* | **EGI-InSPIRE-M502-DocId-v-r** |
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| **Identification of the reviewer** |
| *Reviewer:* | **Ron Trompert** | *Activity:* | **SA1.7** |

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| **General comments:** This document describes the DMSU activity very well. Apart from the textual comments described below I have the following comment. It is stated in section 1.1 that escalating trivial issues to the ultimate technical experts in the third line support can be inefficient and disruptive. I would agree to this statement, yet, in section 1.4 it is stated that TPMs can directly assign tickets to 3rd level support. The problem with this is that the overview of middleware issues that the DMSU is supposed to have is lost. Also the ability to prioritise bug fixes that EGI.org has with the middleware developers if the DMSU is bypassed is lost. There is also the possibility that middleware developers are bothered by trivial issues. Moreover, if a TPM directly assigns a ticket to third level support, since third level support is an EMI activity, is third level support bound to an SLA? Further, how should third level support know that this TPM is acting on behalf of EGI and it is not a private person having an issue with a part of the middleware? If a TPM wants to discuss issues with middleware developers he/she can always do that though email or a s/w developer trouble ticket system, but I would advocate not to put this in a procedure or workflow, just to keep things simple and clear. If a TPM is certain about the cause of a s/w problem, the ticket can always be assigned to the DMSU with extra information in the private diary. But this is just my opinion. |
| **Response from author: …..** |

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| **Additional comments** *(not affecting the document content) e.g. recommendations for the future ……*none |

**Detailed comments on the content:**

| **N°** | **Page** | **§** | **Observations** | **Reply from author**(correction / reject,  …) |
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|  | 1 |  | Document id needs to be filled in as well as the document link |  |
|  | 4 |  | Paragraph numbering in the table of contents is not OK. |  |
|  |  |  | Throughout the whole document there are a number of acronyms listen that are not explained. |  |
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**English and other corrections:**

Note: English and typo corrections can be made directly in the document as comments.