

SA 1.7 Plans

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- Aimed at controlling the quality of the infrastructure delivered to the users
- Guardians of the OLA
- A hierarchical infrastructure for scalability

- Infrastructure quality control
 - Monthly follow up of:
 - Unknown rate
 - Availability/reliability of top BDII
 - ROD Performance Index
 - Availability/Reliability of sites
 - Analysis of the effectiveness of these actions showed that this approach does not result in further improvement

- A different approach
 - Not respond to incidents but focus on structural problems
 - Put more emphasis on support
 - Not just hammer a NGI telling them they did not make a certain target but helping them how to make the target if necessary

- Infrastructure quality control
 - Monthly follow up of:
 - Unknown rate
 - Automation by probes is underway
 - Availability/reliability of top BDII
 - Stop the monthly follow up but keep monitoring the situation and kick in if structural problems seem to appear
 - ROD Performance Index
 - Stop the monthly follow up but keep monitoring the situation and kick in if structural problems seem to appear
 - Availability/Reliability of sites
 - Site A/R already automated by probes. Continue the follow up of sites eligible for suspension

- Does this mean that we are going to be nice to people from now on
 - NO, we will keep monitoring en report OLA violations when they occur. We will just stop the monthly follow up by GGUS tickets.

- Revision of GOCdb business logic
 - See talk by Marcin Radecki in december OMB,
<https://indico.egi.eu/indico/conferenceDisplay.py?confId=1100>
 - We will continue this

- Ticket triage and dispatch
- Ticket oversight and follow up
- 1st and 2nd level software support

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 - Will be continued
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- 1st and 2nd level software support
 - Challenge: EMI and IGE stop in May
 - PT provide support on best effort basis
 - EGI deliver patch when PT does not (fast enough)?

- Handover of provisioning by NRENS and DANTE is being investigated