



SA1 Report

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Outline

- Tasks
 - With KPIs, Deliverables and Milestones
- Change Management Highlights
- EMI-0 → EMI-1



Tasks and Objectives

- **TSA1.1 – WP Coordination**
- **TSA1.2 – Software Maintenance**
Ensure the efficient and transparent management of the maintenance process providing software problems analysis and resolutions
- **TSA1.3 – Release Management**
Ensure customers receive certified software releases of middleware services and components according to agreed release policies and quality of service attributes
- **TSA1.4 – Quality Control**
Increase the quality levels of the EMI software by contributing to the implementation of the Quality Control procedures defined by the project QA activity
- **TSA1.5 – User Support**
Establish the EMI User Support (Service Desk) function and integrate it with the overall EGI, PRACE and VRCs user support channels

TSA1.2 – Software Maintenance

- *Analysis and correction of software defects found in released components by users and infrastructure technicians*
- Maintenance of production software is still managed independently by the middleware providers
 - It would be nice to do it jointly, but we are not ready yet
- Relevant KPIs:
 - KSA1.3 – Number of problems
 - KSA1.4 – Number of urgent changes
 - KSA1.5 – Change application time
 - Need to extract information in a uniform way from the various RfC trackers
 - On-going work by SA2
- Relevant deliverables
 - DSA1.1 – Software Maintenance and Support Plan (**under review**)

TSA1.3 – Release Management

- *Release management and coordination and the maintenance of the package repositories, defining policies and release cycles*
- *Smooth transition from many middleware distributions to one*
- Working hard towards EMI-0
- RM of existing production software still with the middleware providers
 - It would be nice to do it jointly, but we are not ready yet
- Relevant KPIs
 - KSA1.6 – Number of releases
 - KSA1.7 – Number of release rollbacks
 - To be done for EMI releases only
- Relevant deliverables and milestones:
 - DSA1.2 – Software Release Plan (**in progress**)
 - MSA1.2.1 – EMI Reference Releases (a.k.a. EMI-0) (**in progress**)

TSA1.4 – Quality Control

- *Application of QA processes and procedures defined by SA2*
- *Security assessments of selected EMI components*
- *Main success criterion of this task is the availability of regression tests for each resolved software defect*
- **Relevant deliverables**
 - DSA1.3.1 – Software Maintenance Quality Control Report (**under review**)

TSA1.5 – User Support

- *Provision of 3rd-level user support for incidents and requests escalated from the user support channels of the customer infrastructures and user communities*
 - i.e. GGUS
- *Based on SLAs*
- Relevant KPIs
 - KSA1.1 – Number of incidents
 - KSA1.2 – Incident resolution time
 - Something available through GGUS reports/searches
- Relevant deliverables and milestones
 - DSA1.1 – Software Maintenance and Support Plan (**under review**)
 - MSA1.1 - EMI Support Units integrated in GGUS (**achieved**)

Change Management Highlights

- From DSA1.1
- Periodic EMI major releases
 - EMI-1, EMI-2, EMI-3
 - MSA1.2.X – EMI Reference Releases
 - Characterized by well-defined interfaces (in a broad sense), behaviour and dependencies for all included components
 - No backwards-incompatible changes are admitted within an EMI major release
 - Predefined set of platforms
 - Contents defined by the PTB and implemented under JRA1
 - MJRA1.19.X - Integrated EMI Major Release Candidates
 - Two months before MSA1.2.X
- Balance stability and innovation

Change Management Highlights /2

- Component releases
 - Major
 - Well-defined interface and behaviour, potentially incompatible with the interface or behaviour of a previous release
 - Can be included only in an EMI major release
 - Done by JRA1
 - Minor
 - Significant backwards-compatible changes in interface or behaviour
 - Done by JRA1, supervised by SA1
 - Revision
 - Bug fixes
 - Done by SA1
 - Emergency
 - Fixes **only** to Immediate-priority defects found in production, typically security-related
 - Done by SA1
- Clear split between maintenance of what is in production (SA1) and new developments (JRA1)

Change Management Highlights /3

- Priority-driven development
- Four priority levels for an RfC
 - Immediate
 - The RfC needs to be addressed as soon as possible, in all affected EMI major releases
 - A release containing Immediate-priority changes can contain only Immediate-priority changes
 - High
 - The RfC will be addressed in a next release of the affected component, in all affected EMI major releases
 - Medium
 - The RfC will be addressed in the release of the affected component that will be shipped with the next EMI major release
 - Low
 - There is no target date for addressing the RfC
- The priority is set ultimately by the PTB (EMT)
- How is the value chosen?
 - Consider severity, impact, urgency, cost of the RfC

EMI-0 → EMI-1

- EMI-1 (MSA1.2.2) end of April
- Integrated set of components (MJRA1.19.1) end of February
 - Release candidates, already certified
- Testing and certification easily takes a few months
- Current situation: EMI-0 build success rate at ~40% on only sl5/64
- There is very little time, if any, to do further development



Thank you

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