



SA1 Y2 Plan

Francesco Giacomini (INFN)

EMI All-Hands Meeting

Lund, 2011-06-01

Tasks and Plans

- Software Maintenance
 - Section 3 of DSA1.1, Software Maintenance and Support Plan, available at <http://cdsweb.cern.ch/record/1277556>
- User Support
 - Section 4 of DSA1.1
- Release Management
 - DSA1.2, Software Release Plan, available at <http://cdsweb.cern.ch/record/1277545>
- Quality Control
 - DSA2.1, Software Quality Assurance Plan (SQAP), available at <http://cdsweb.cern.ch/record/1277599>

Software Maintenance

- Change management must be under control
 - Prevent wild changes to reach production
- New features are allowed to reach production if they are part of the technical plans
- Bug fixes are allowed to reach production if they are approved
 - Immediate and High priority
 - Priority is proposed by PTs
 - Discussed in the EMT
 - How to involve operations and applications in the loop? EGI DMSU?
- Tracking changes appropriately is fundamental
 - Is your RfC tracker able to export data according to the agreed schema?

Release Management

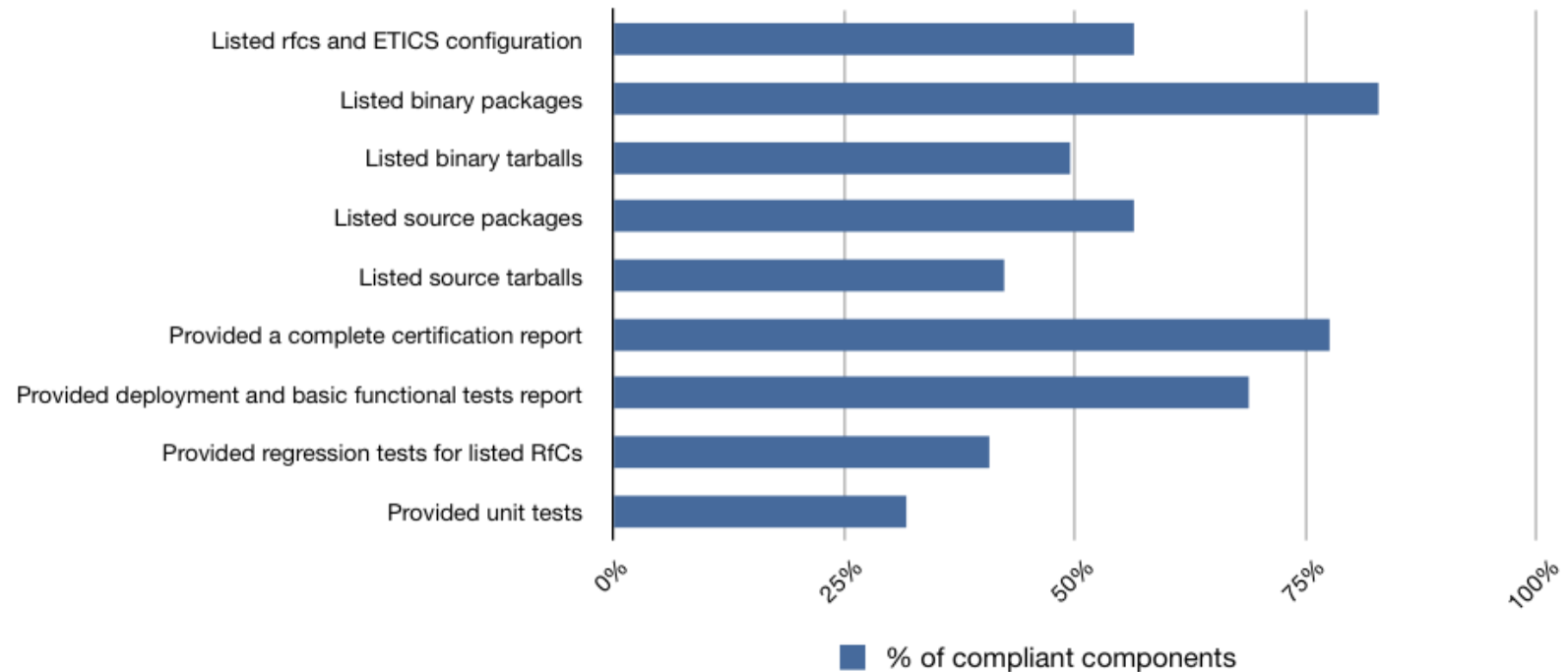
- Two-week release cycle
 - Mo1: select certified tasks from [https://bit.ly/tasks certified](https://bit.ly/tasks_certified)
 - Tu1: QC verification completed
 - We1: testbed installation completed
 - We2: testbed testing completed
 - Th2: sign, update repo, announce
- Continuous and automatic integration testing is fundamental
 - Collaboration with TJRA1.7 (Integration), TJRA1.8 (QC) and TSA2.6 (Testbeds)

User Support

- Situation is stable
 - Do not forget the EMI generic SU
- SLA with EGI in place
- Integration with the support mechanism of other DCIs (e.g. PRACE) under discussion
- GGUS is for Users, not for internal communication
 - Use the RfC trackers or the EMT for that

Quality Control

- Enforce the policies



Quality Control /2

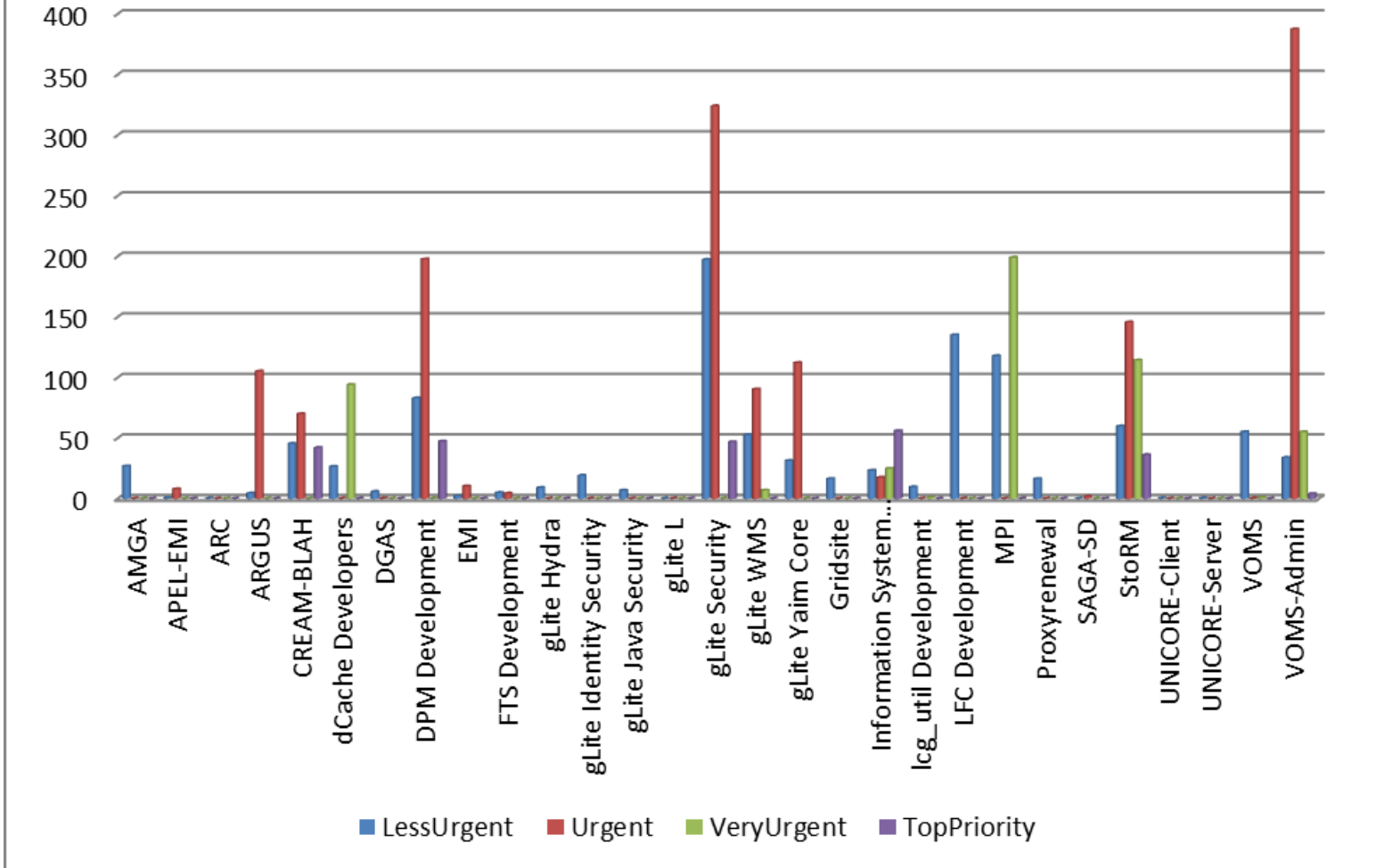
- Review of
 - verification results
 - policies with SA2/QA
- Support SA2 for the creation of the Q Dashboard with review results
 - Faster feedback to PTs
- Security Assessments
 - Consolidate the plan
 - Add other components
 - More effort/training needed
 - See Christoph's presentation

Key Performance Indicators

- The performance of the project is measured based on them. For SA1:
 - KSA1.1 – Number of incidents (i.e. tickets) **GGUS**
 - KSA1.2 – Incident resolution time
 - KSA1.3 – Number of problems (i.e. bugs) **RfC trackers**
 - KSA1.4 – Number of urgent changes
 - KSA1.5 – Change application time
 - KSA1.6 – Number of releases **Release tracker**
 - KSA1.7 – Number of release rollbacks
- Are we ready to compute them?
 - Collaboration with SA2
 - Are other metrics needed?
 - Improvements needed to GGUS reporting

KSA1.2

Average Time to Solution (days): May 2010 - Apr 2011





Thank you

EMI is partially funded by the European Commission under Grant Agreement INFSO-RI-261611