



# **SA2: Quality Assurance Status Report**

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# Outline

- Objectives
  - Achievements
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- 
- Short summaries of each task
    - Policies and Reviews
    - Tools and Reports
    - Metrics
    - Testbeds

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### General WP Information

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### Description of Work and Role of Partners

[Description of Work and Role of Partners \(show\) ▾](#)

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# SA2 Mandate and Y1 Work

- Common software quality assurance process and metrics for all activities

## → EMI QA Policy and Metrics

Continuous integration and testing process, providing tools and resources for building and testing software either within the project or with external resource providers

## → EMI Tools, EMI Integration Infrastructure

- Pass customer acceptance criteria, improve software quality and process, monitoring metrics trends, reviewing quality and related tests, support and consultancy in QA matters

## → Metrics Reports, QA Reviews

## → EGI Acceptance Criteria

## → QA Support Units, Training Material

# SA2 KPIs (1/2)

Code/KPI	Description	Estimated Target	Q1	Q2	Q3	Q4
<b>KSA2.1</b> <b>Services Reliability</b>	<b>% uptime dependent only on the SA2 services</b>	99%	-	-	-	-
KSA2.1.1 - ETICS			99%	<b>100%</b>	<b>98%</b>	<b>100%</b>
KSA2.1.2 - CERN		(21 hosts)	-	<b>99.5%</b>	<b>100%</b>	<b>100%</b>
KSA2.1.3 - ARC		(9 hosts)	-	<b>100%</b>	<b>100%</b>	<b>99%</b>
KSA2.1.4 - INFN		(8 hosts)	-	<b>100%</b>	<b>100%</b>	<b>99%</b>
KSA2.1.5 – UNICORE		(4 hosts)	-	<b>100%</b>	<b>100%</b>	<b>99%</b>
KSA2.1.6 - CESNET		(1 host)	-	<b>100%</b>	<b>100%</b>	<b>100%</b>
<b>KSA2.2</b> <b>Services Availability</b>	<b>% uptime in total</b>	97%	-	-	-	-
KSA2.2.1 - ETICS			98%	<b>99.7%</b>	<b>96%</b>	<b>99%</b>
KSA2.2.2 - CERN		(21 hosts)	-	<b>99.5%</b>	<b>97%</b>	<b>100%</b>
KSA2.2.3 - ARC		(9 hosts)	-	<b>90%</b>	<b>100%</b>	<b>99%</b>
KSA2.2.4 - INFN		(8 hosts)	-	<b>100%</b>	<b>100%</b>	<b>99%</b>
KSA2.2.5 - UNICORE		(4 hosts)	-	<b>100%</b>	<b>99%</b>	<b>99%</b>
KSA2.2.6 - CESNET		(1 host)	-	<b>100%</b>	<b>100%</b>	<b>100%</b>

# SA2 KPIs (2/2)

Code/KPI	Description	Estimated Target	Q1	Q2	Q3	Q4
<b>KSA2.3</b> <b>Distributed Testbed Size</b>	<b>Number of CPUs available for distributed testing</b>	Year 1: 50 CPUs Year 2: 200 CPUs Year 3: 500 CPUs	-	<b>70</b>	<b>60</b>	<b>90</b>
<b>KSA2.6</b> <b>Number of Support Requests</b>	<b>Number of user request/tickets per quarter for the SA2 services</b>	Within QA Plan and agreed Operational level Agreements with the other WPs				
KSA2.6.1 - ETICS			-	<b>39</b>	<b>27</b>	<b>75</b>
KSA2.6.2 - EMI Testbed			-	<b>-</b>	<b>8</b>	<b>22</b>
<b>KSA2.7</b> <b>Average Support Response Time</b>	<b>Average time to the first reply to the user</b>	Within QA Plan and agreed OLA with the other WPs	time in working hours	time in working hours	time in working hours	time in working hours
KSA2.7.1 - ETICS			-	<b>8.2</b>	<b>5.2</b>	<b>5.9</b>
KSA2.7.2 - EMI Testbed			-	<b>-</b>	<b>6.0</b>	<b>4.3</b>
<b>KSA2.8</b> <b>Average Support Request Life Time</b>	<b>Average life time of a request/ticket: time from start to end of a ticket</b>	Within QA Plan and agreed OLA with the other WPs	time in working hours	time in working hours	time in working hours	time in working hours
KSA2.8.1 - ETICS			19.8	<b>17.4</b>	<b>10.8</b>	<b>37.6</b>
KSA2.8.2 - EMI Testbed			-	<b>-</b>	<b>11.2</b>	<b>29.5</b>

# Now the summaries of SA2 tasks

- Policies and Reviews
- Tools and Reports
- Metrics
- Testbeds

# Topics collected





# SA2 Activities in Year 2

- SA2 had a very steep start we had only a few months to set up most of the QA infrastructure (policies, tools, testbed)
  - Y2 is going to move more in support and maintenance mode. All activities from Y1 will continue and need improvement in Y2
  - Reviewing Y1 QA activity for tools, metrics and infrastructure
  - Testing is still limited to few PTs, both on ETICS and Testbed
  - Add new platforms (SL6 and Debian 6) to the SA2 services (ETICS and testbeds). Lot of resources needed.
  - Identify the key improvements factors and metrics to highlight them. Focusing on analyzing what we now collect
- SA2 plenary discussions: Tue AM
- QA in Year 2 (policies, tools, metrics, testbeds)
  - New Platforms

# Lessons Learned (...and more to learn)

- Merging four middleware, tools, habits, preferences is complicated requires a lot of trading and flexibility
  - QA Task forces involving PTs and whoever wanted to participate was important in order to define policies/tools
  - Reviewing and adapting keeping in mind the QA goals of the project and simple for developers
  - Policies and rules can only work if one provides early the automated tools and the testbed infrastructure
  - Improved communication via several channels (wiki, rss, mail to all members, training videos) after previous AHM
  - Y1: we did our best, learned a lot and look forward to Y2
- SA2 parallel session: Tue PM  
For discussing any topic you want. Metrics, testing, reports



**Thank you**

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