

SA1: Support and Maintenance

WP Status Report

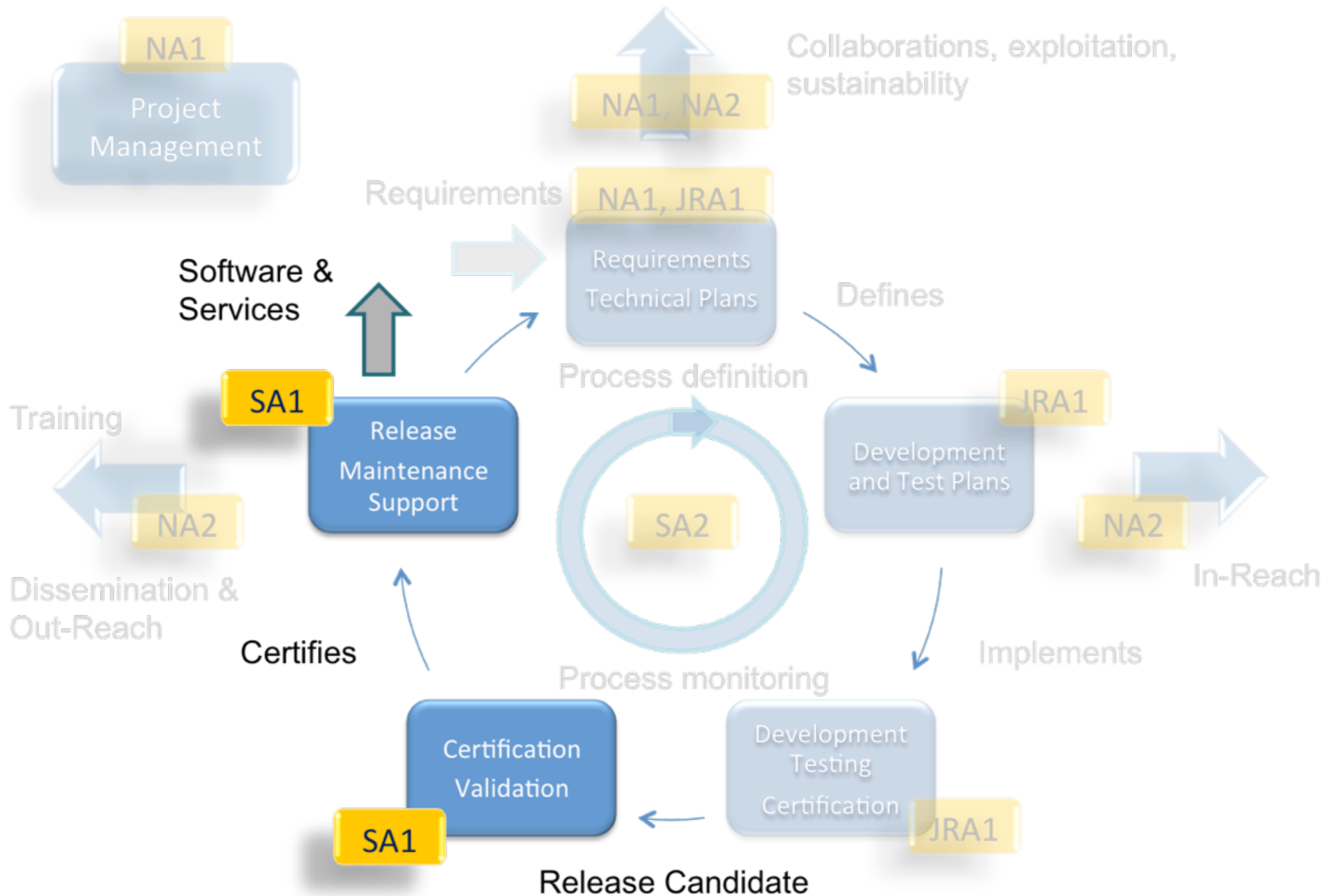


Andrea Ceccanti (INFN)

Third EMI All-Hands Meeting

Padova, 17-19 Oct. 2011

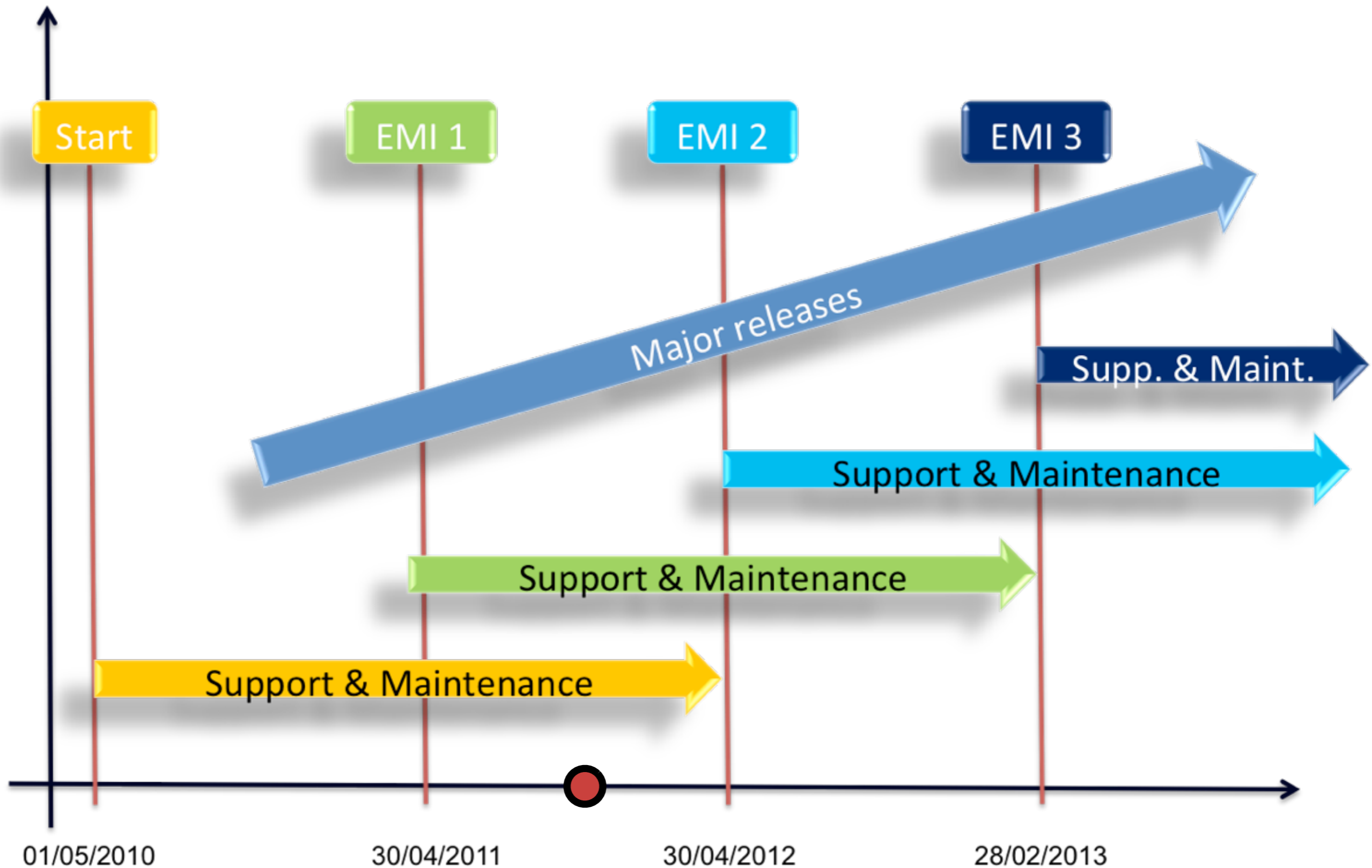
- **Software Maintenance:**
 - Ensure the efficient and transparent management of the maintenance process providing software problems analysis and resolutions
- **Release Management:**
 - Ensure customers receive certified software releases of middleware services and components according to agreed release policies and quality of service attributes
- **User Support:**
 - Establish the EMI User Support function and integrate it with the overall EGI, PRACE and VRCs user support channels



- EMI 1 Kebnekaise
- Maintenance and Release processes in place
- Communication with EGI in place
- User support in place

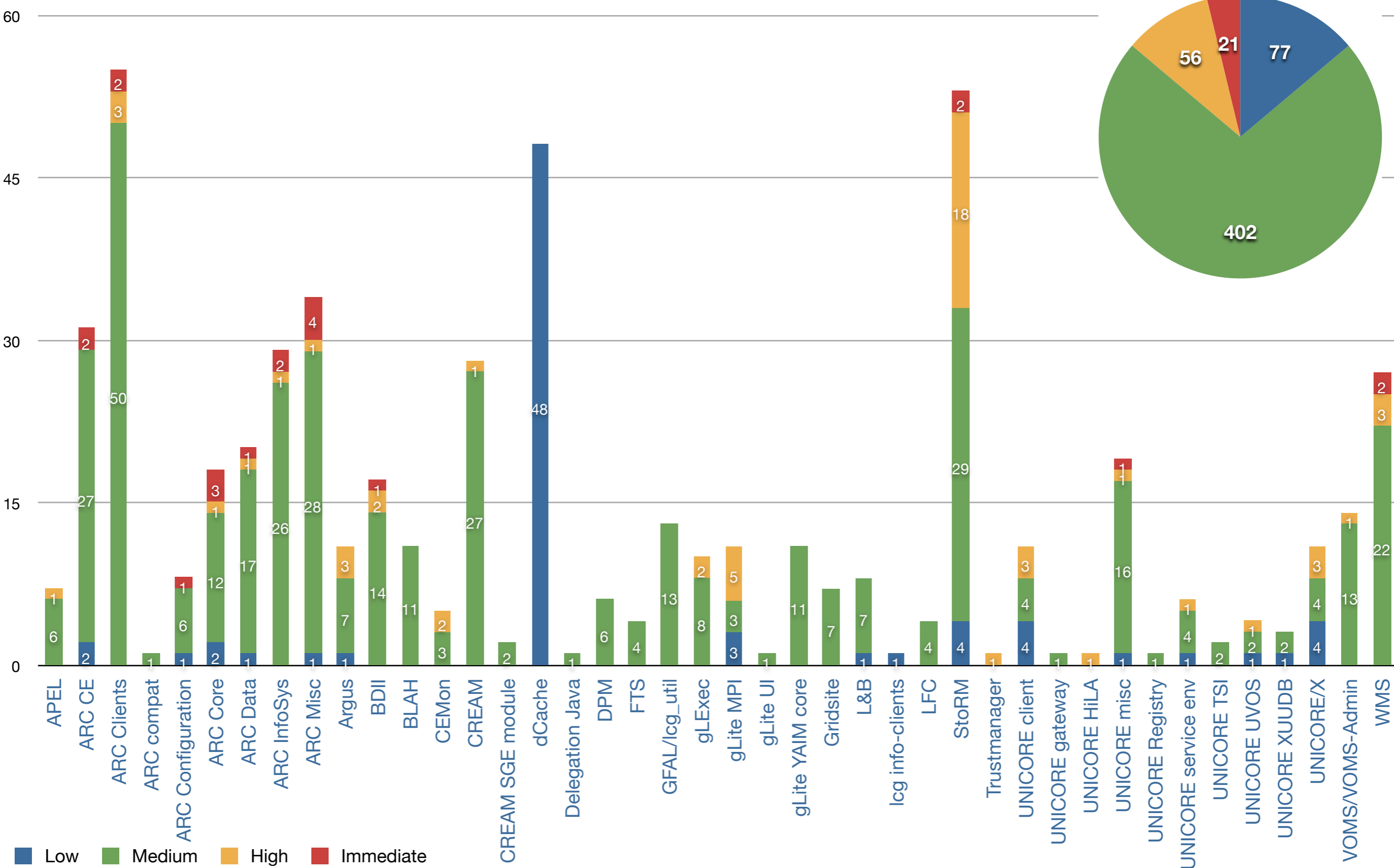
Maintenance & Release

EMI release and software timeline



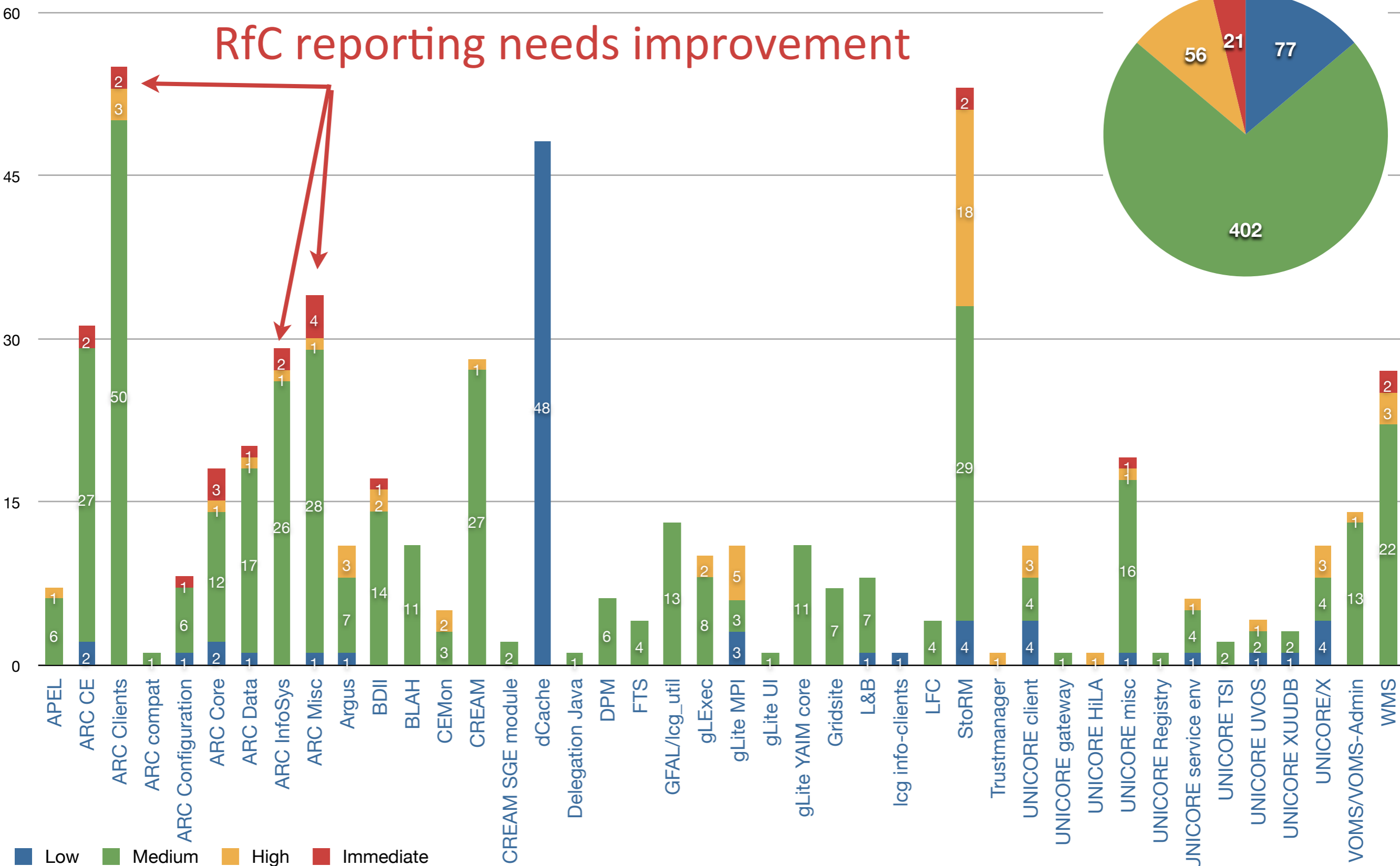
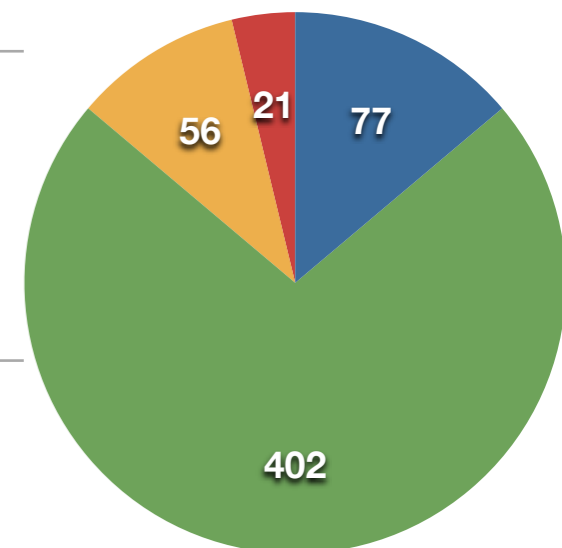
- Governed by change management policy
 - ▶ <http://bit.ly/change-mgmt-policy>
- Priority-driven maintenance
- RfCs priority assessed by PTB + RM
 - leveraging SA2 bug trackers integration reports & tools
 - ▶ http://bit.ly/tracker_map
- Immediate and High priority changes trigger new updates
 - that can then contain fixes for lower priorities RfCs

Number of submitted problems since EMI 1 release



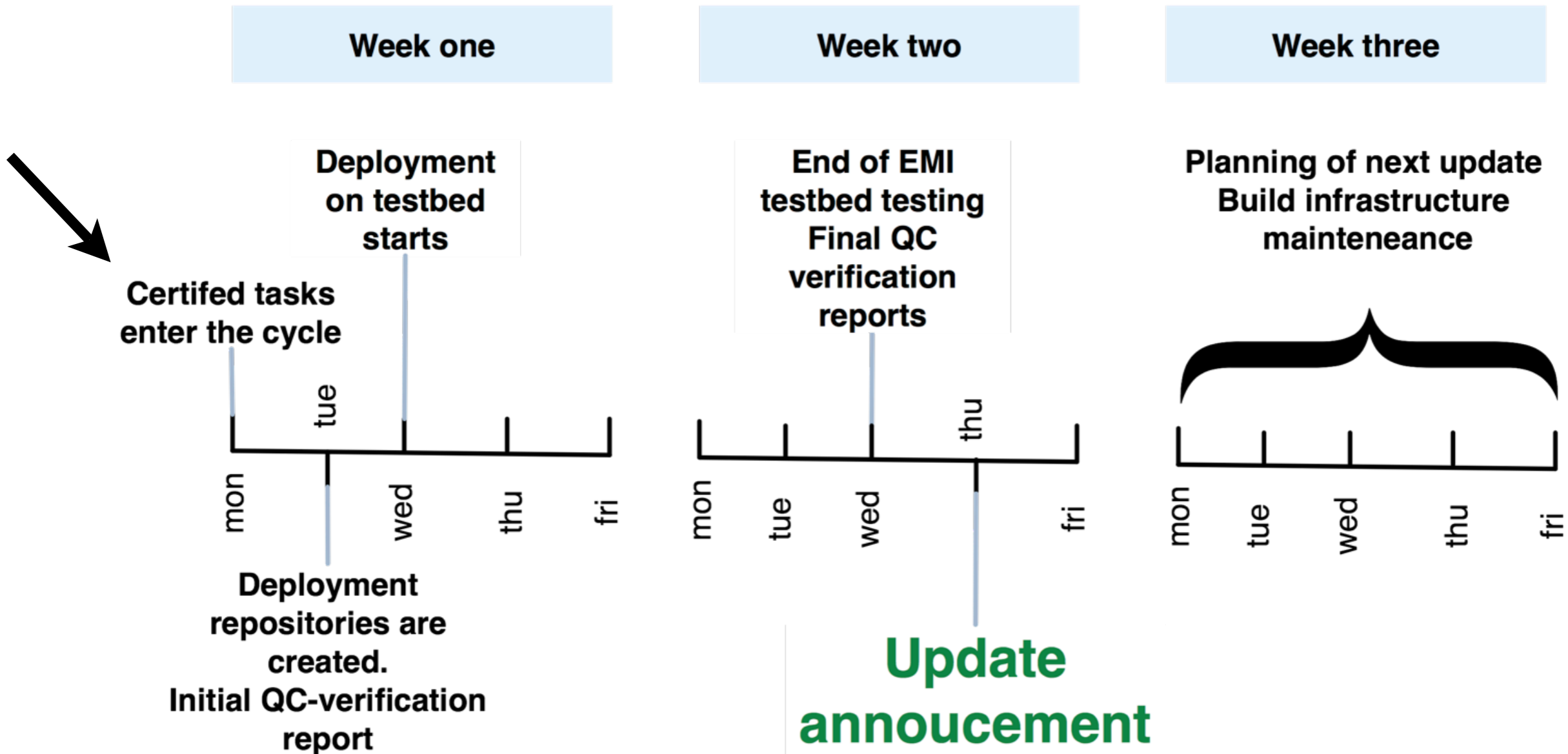
Number of submitted problems since EMI 1 release

RfC reporting needs improvement



Low Medium High Immediate

The EMI update cycle



- <http://bit.ly/emi-updates>
 - ▶ detailed information about the process and the schedule

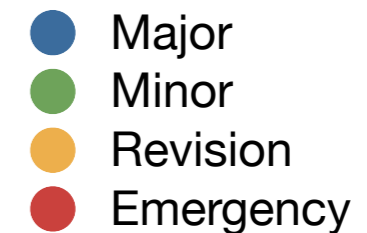
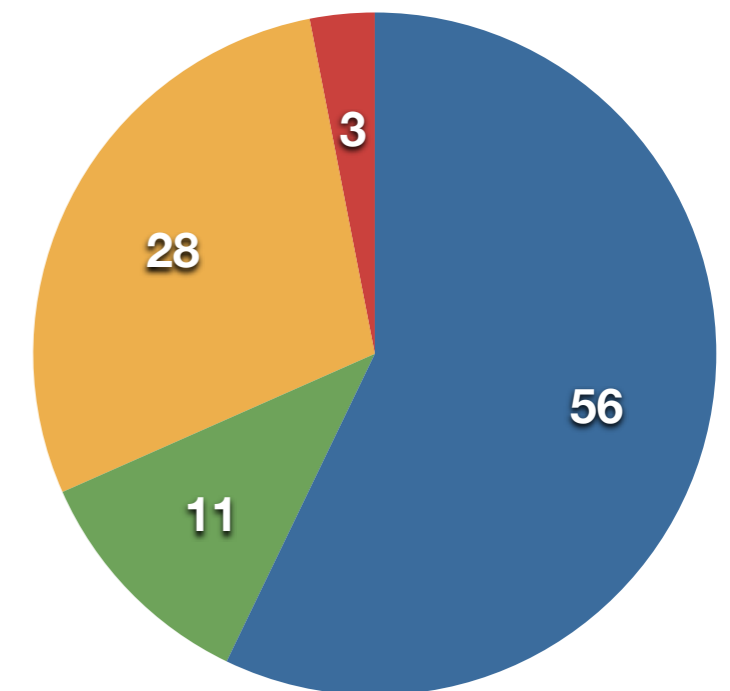
- EMI 1 Kebnekaise

- released on May, 12th 2011
- 54 products
 - ▶ <http://www.eu-emi.eu/kebnekaise-products>

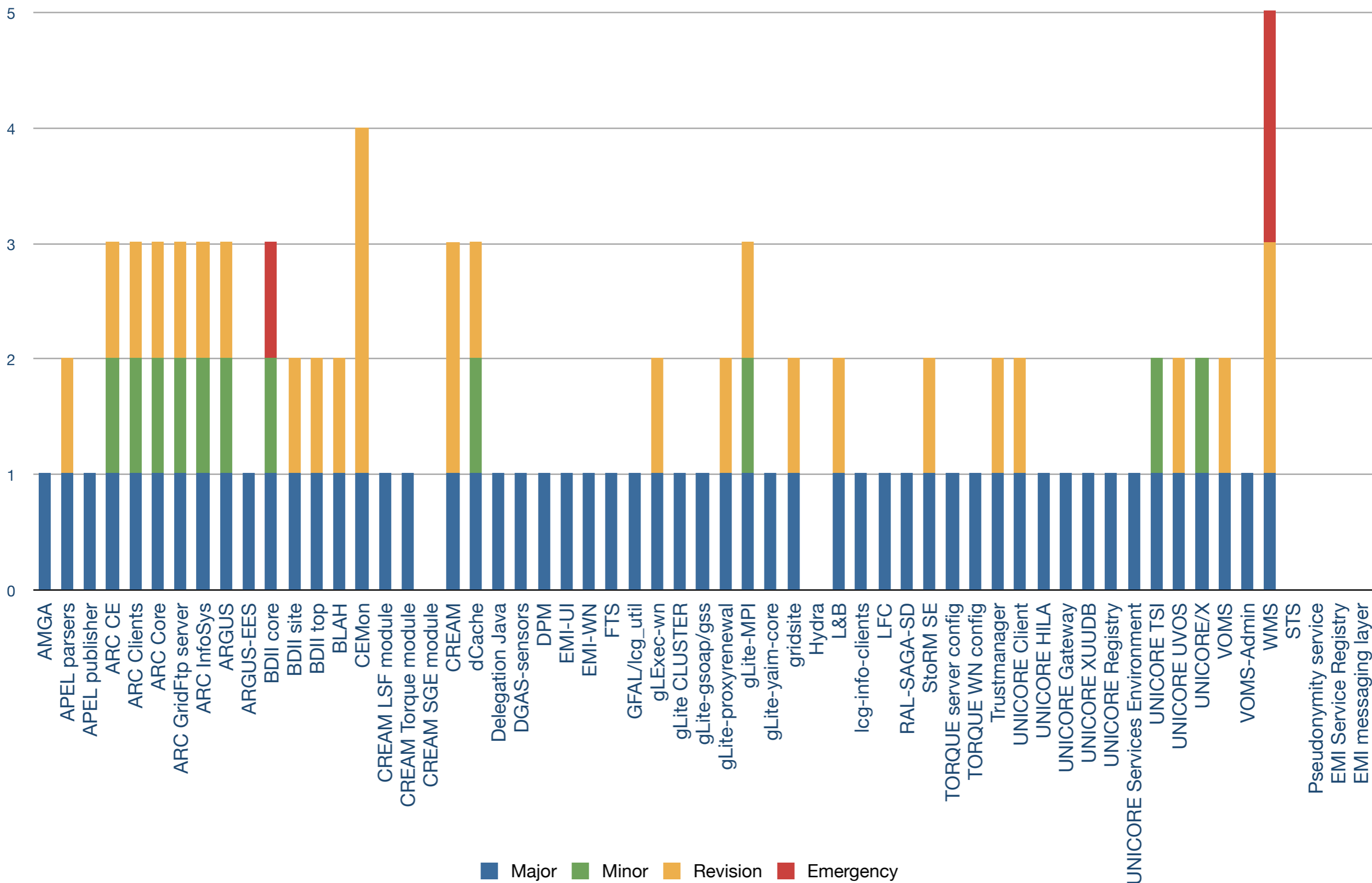
- Updates

- 8 EMI 1 updates covering 27 products
 - ▶ <http://www.eu-emi.eu/emi-1-kebnekaise-updates>

of EMI product releases



of EMI product releases



- UMD redistributes EMI products
 - No changes
 - Staged-rollout for additional verification and testing in production environment
- UMD 1.2.0 (12.09.2011)
 - http://bit.ly/umd_1_2_0
- EMI 1 products **not** in UMD:

In verification	AMGA, CEMon 1.13.3, UNICORE (Client, TSI, UNICORE/X) 6.4.1
Staged-rollout failures	MPI, StoRM 1.7.1, WMS
Queued (UMD 1.3)	BDII (core 1.1.0, site 1.0.1, top 1.0.1), Argus 1.4.0, gLexec-wn 1.0.1
Not planned for inclusion	LFC_oracle, VOMS_oracle, FTS

User support

- **3rd-level** user support
 - incidents
 - new feature requests
- Support is provided via GGUS
 - <https://ggus.eu>

- SLA in place with EGI
 - <http://bit.ly/emi-egi-SLA>

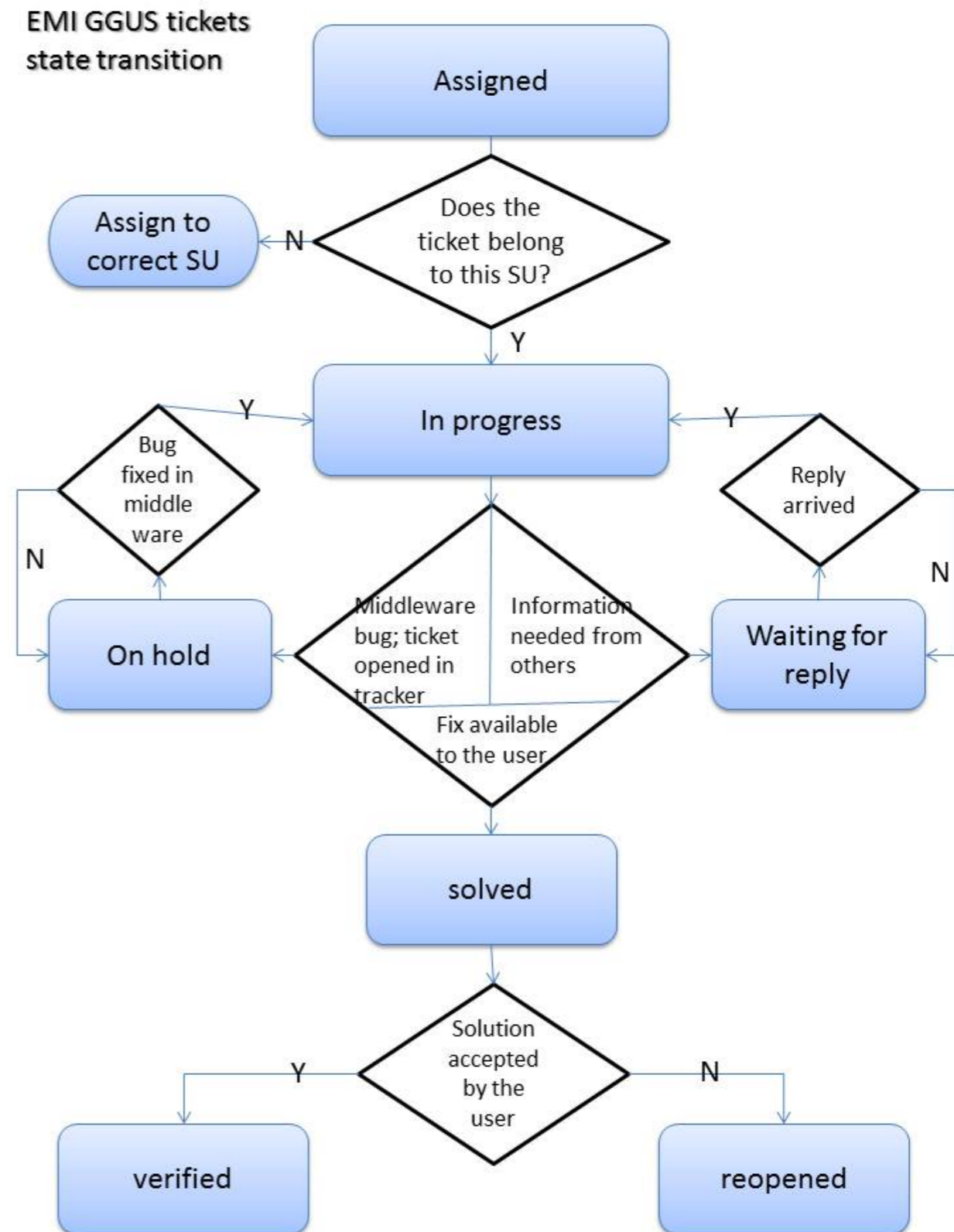
- Response time :

- ▶ The interval between the *Assigned* and *In progress* state for a given ticket assigned to an EMI SU

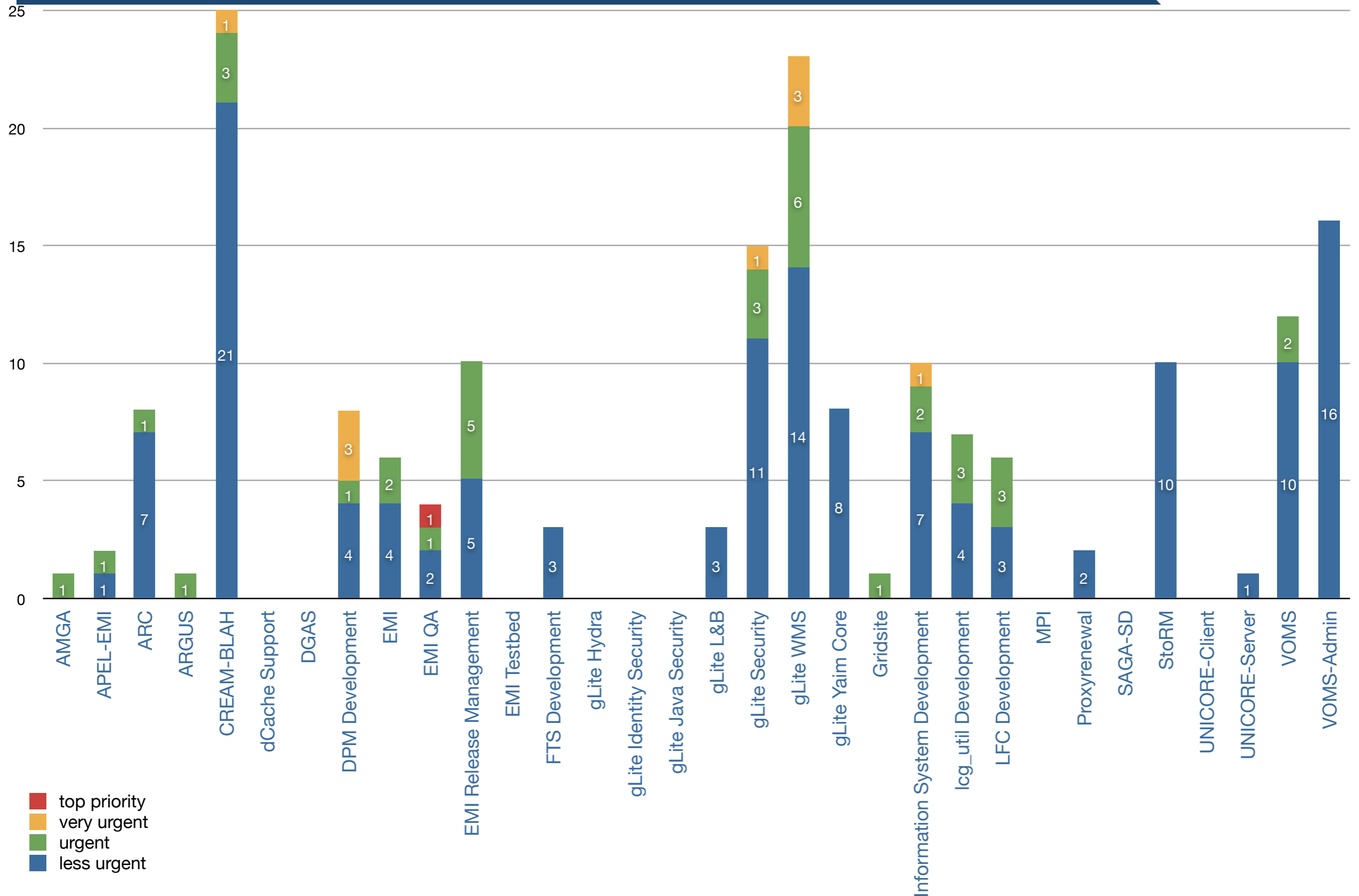
	Agreed Response Time (during working days)
Top priority	4 hours
Very urgent	2 days
Urgent	5 days
Less urgent	15 days

GGUS state transitions

- Move the ticket to *In progress* as soon as you start giving support!
- Follow the guidelines in the User support HOWTO:
 - <http://bit.ly/user-support-howto>

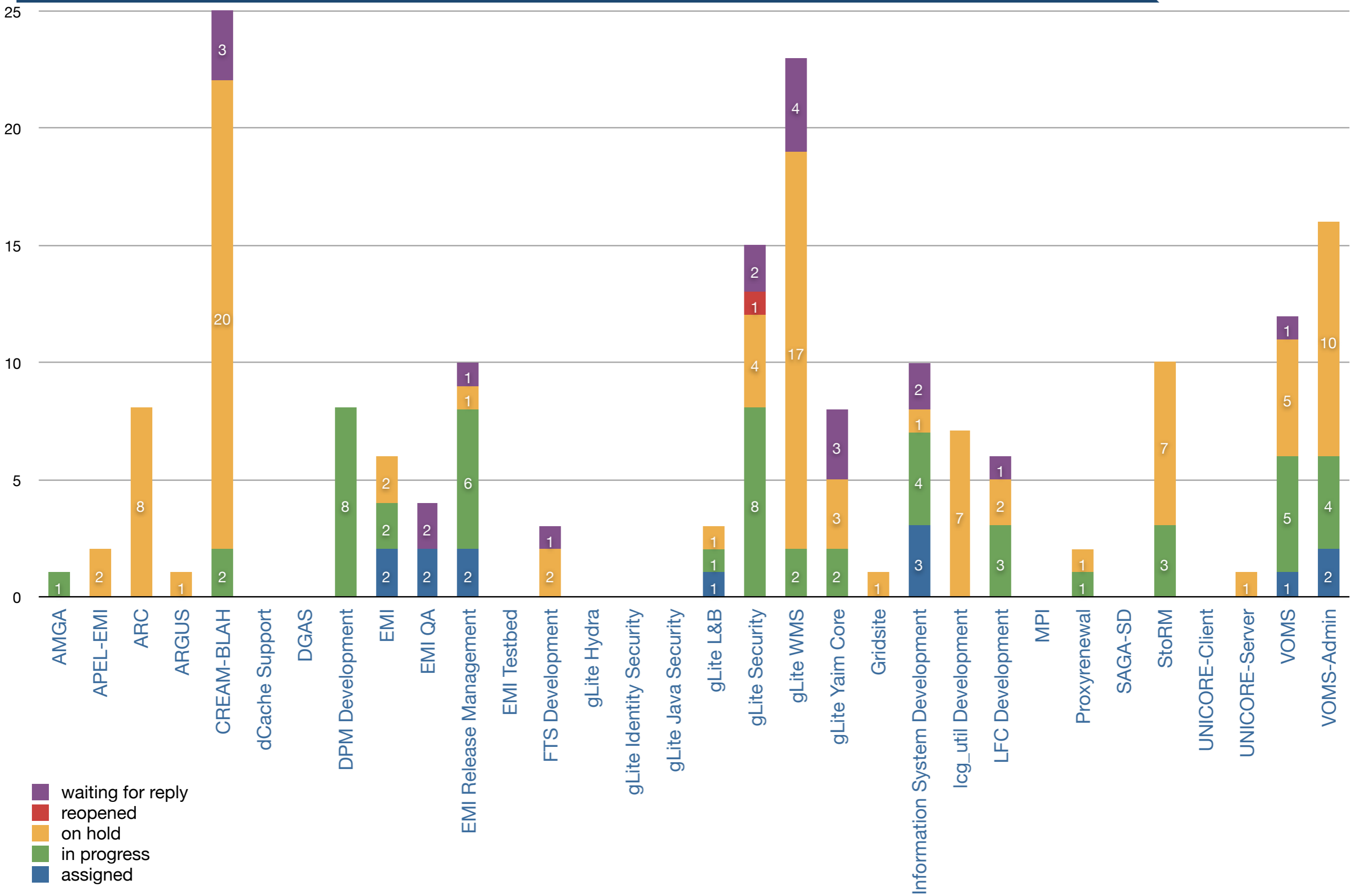


Open tickets in EMI SUs



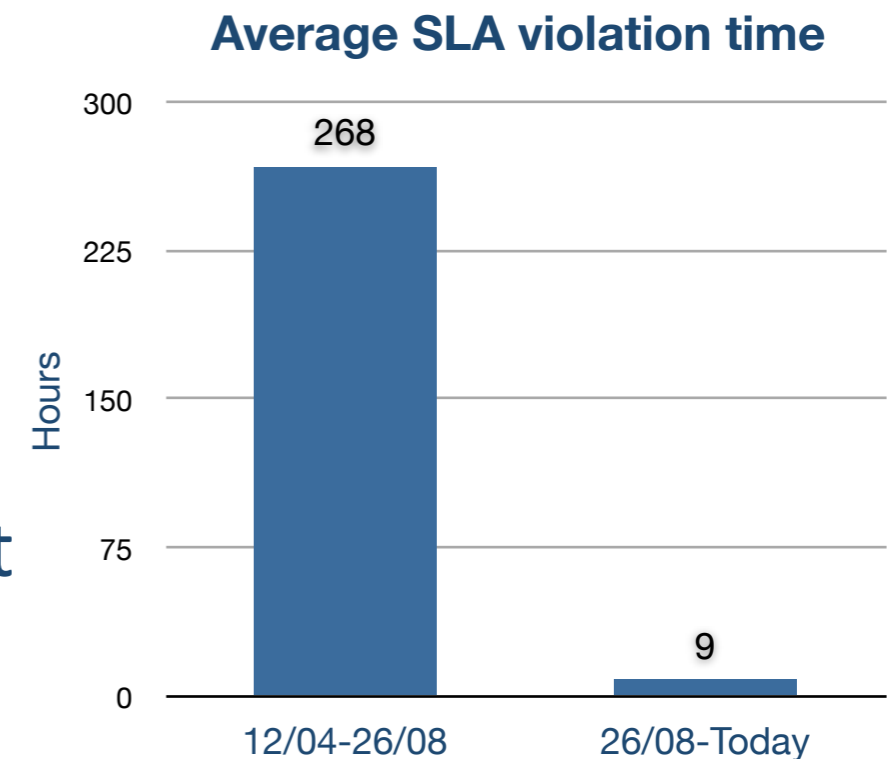
- top priority
- very urgent
- urgent
- less urgent

Open tickets in EMI SUs (per status)

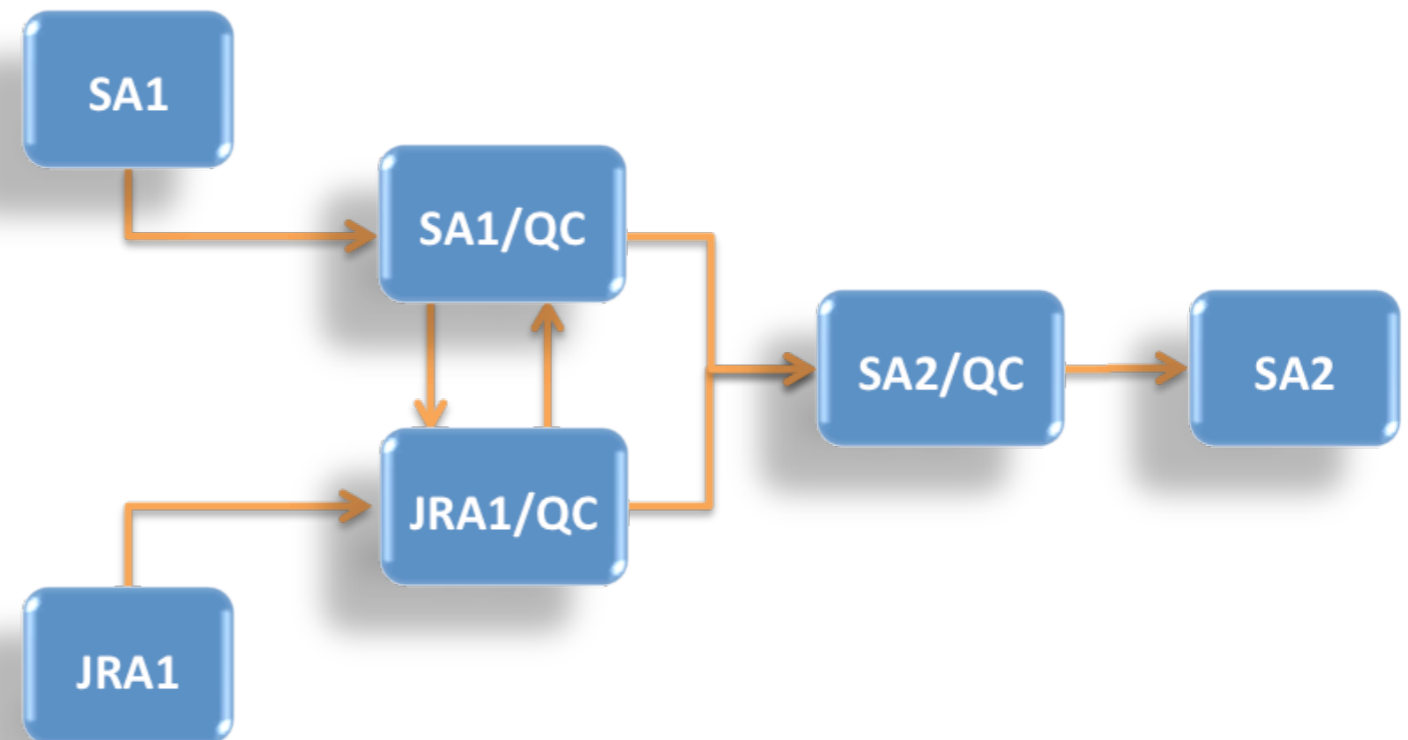


- waiting for reply
- reopened
- on hold
- in progress
- assigned

- <http://bit.ly/weekly-ticket-status>
- SLA monitoring since Aug, 26th
 - we built our own tool on top of GGUS Web Services
 - ▶ **but** we expect GGUS to improve the report generator to address EMI and EGI requirements
 - response time monitoring takes into account business hours
 - ▶ **but** SU time zones and local public holidays are currently not supported
 - Support performance discussed at the EMT



- QC coordination, monitoring & verification activities moved to SA2.7
- QC process implementation effort should still be accounted as SA1 Software Maintenance
 - Regression test implementation
 - Test & Certification activities



Towards Matterhorn

- SA1 quality objectives
 - Stronger test suites & better documentation
 - ▶ taking into account feedback from EGI staged-rollout
- Extend our release process to support multiple platforms
 - consider four week release cycle
 - clarify with SA2 EMI testbed deployment strategy
 - ▶ starting from April 2012 we will need room for EMI-2 **and** EMI-1 updates testing
 - clarify with JRA1 integration testing strategy
- SA1-related talks @ AHM:
 - EPEL tutorial (by M. Ellert) this afternoon after the plenary
 - Matterhorn release process talk tomorrow morning
 - Joint SA1-SA2 parallel afternoon session

- Release planning
 - Consistent view on all PTs RfCs still to be achieved
- Testbed deployment
 - starts late, takes longer
 - ▶ consider move to 4 weeks release cycle
- ETICS
 - SL6 support stability & Deb6 support availability
 - Lacking documentation
- Documentation & Incident issue tracking
 - <http://bit.ly/emt-issues>

Thanks!