

24x7 Support

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The following parameters define the minimum levels of service. **They will be reviewed by the operational boards of the WLCG Collaboration.**

Service	Maximum delay in responding to operational problems			Average availability* measured on an annual basis	
	Service interruption	Degradation of the capacity of the service by more than 50%	Degradation of the capacity of the service by more than 20%	During accelerator operation	At all other times
Acceptance of data from the Tier-0 Centre during accelerator operation	12 hours	12 hours	24 hours	99%	n/a
Networking service to the Tier-0 Centre during accelerator operation	12 hours	24 hours	48 hours	98%	n/a
Data-intensive analysis services, including networking to Tier-0, Tier-1 Centres outwith accelerator operation	24 hours	48 hours	48 hours	n/a	98%
All other services – prime service hours	2 hour	2 hour	4 hours	98%	98%
All other services – outwith prime service hours	24 hours	48 hours	48 hours	97%	97%

The response times in the above table refer only to the maximum delay before action is taken to repair the problem. The mean time to repair is also a very important factor that is only covered in this table indirectly through the availability targets. **All of these parameters will require an adequate level of staffing of the services, including on-call coverage outside of prime shift.**

<i>Service</i>	<i>Maximum delay in responding to operational problems</i>		<i>Average availability* measured on an annual basis</i>
	<i>Prime time</i>	<i>Other periods</i>	
End-user analysis facility	2 hours	72 hours	95%
Other services ³	12 hours	72 hours	95%

Issues / discussion

- How do Tier 1s provide after hours coverage (“on-call”)?
- Has this worked in the last few months – if not how will this be addressed?
- How do (and should) we measure response to issues?
 - This is an MoU parameter
 - If sites reliable and experiments happy – no issue But ...
- How will we manage scheduled downtimes?
 - Do we need regular scheduled maintenance?
 - Some sites propose this, others do not always need it
 - Can't have several sites scheduled down on same day