



25 January 2008, Jamie Shiers

Draft Service Intervention and Problem Resolution Targets for WLCG Services at CERN

The table below lists draft – not yet discussed within CERN/IT or WLCG – for response to and resolution of problems with WLCG services at CERN.

Should these targets not be met, a post-mortem is automatically triggered.

Experience with production services over the past three years must also be taken into account in designing and deploying the necessary contingency strategies.

Time Interval	Issue	Target
End 2008	Consistent use of all WLCG Service Standards	100%
30'	Operator response to alarm / call to x5011	99%
1 hour	Operator response to alarm / call to x5011	100%
4 hours	Expert intervention in response to above	95%
8 hours	Problem resolved	90%
24 hours	Problem resolved	99%