



Enabling Grids for E-science

# SA2 Quality Plan for EGEE III

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- **Define Quality objectives and associated QA policy;**
- **Define Quality Assurance standards and procedures that meet the quality objectives and help to increase the quality;**
- **Then quality evaluations can be done (metrics provided in the quarterly report for example).**
  - to measure the effectiveness of the quality policy
  - evaluate success in terms of metrics that measure progress towards activity's goal;
- **Quality Assurance is an iterative process with continuous improvements.**

- **The key objectives for the activity.**
- **The structure of the organization responsible for Quality Assurance within the activity as well as the relationships with other QA activities.**
  - QAR, people participating in the ITIL group (Service Support )...
- **Specifics Quality Assurance tasks, assessments mechanisms, procedures, and tools related to the activity.**
  - who is responsible for each reporting procedure, how this work will be checked ...
- **Metrics that will be captured and monitored for the Activity.**
  - Set of activity metrics to monitor the progress of each sub-activity, monitor the progress of the programme of work within the Activity.

- **SA2 is not concerned by project overall metrics**
- **SA2 was involved in the ITIL group during EGEE II**
  - ITIL is a set of best practices adapted to computing service providing
  - The ENOC benefited from this work
- **Work to be done concerning the Quality Plan:**
  - at the beginning: define metrics, procedures and provide the plan
  - during the course of the project: follow up the metrics and provide measurements in the reports, for the reviews...

- **Quality is important from the reviewers point of view**
- **Quality is important from the project point of view**
- **It is not a heavy work except for the 2 firsts months**
- **We have just to follow the guidelines**

## Questions ?