



Introduction to SA1 Tasks and Goals

Francesco Giacomini (INFN)

Objectives

- Ensure the efficient and transparent management of the **maintenance** process providing software problems analysis and resolutions
- Ensure customers receive certified **software releases** of middleware services and components according to agreed release policies and quality of service attributes
- Increase the quality levels of the EMI software by contributing to the implementation of the **Quality Control** procedures defined by the project QA activity
- Establish the EMI User **Support** (Service Desk) function and integrate it with the overall EGI, PRACE and VRCs user support channels

Objectives in practice

- Guarantee the stability of the software deployed in production
 - Apply important/urgent changes
 - Support users
- Do it well
 - It will be measured
- Innovation comes from JRA1

Tasks

- One task per objective
 - SA1.2: Software Maintenance
 - SA1.3: Release Management
 - SA1.4: Quality Control
 - SA1.5: User Support
- Plus SA1.1: Work Package Coordination

SA1.1 – Work Package Coordination

- Task leader: INFN
- All partners participate to meetings and reviews
- Description:
 - This task deals with the regular coordination of the Work Package, reporting and review of milestones and deliverables. The activity in the Work Package is monitored through the metrics associated to the applied processes and procedures that govern it, in particular those related to the Service Level Agreements

SA1.2 – Software Maintenance

- Task leader: INFN
- All partners allocate effort to maintenance according to their technical expertise
- Description
 - This task deals with the analysis and correction of software defects found in released components by users and infrastructure technicians. This task includes the definition of the Software Maintenance, Problem Management and Change Management processes and the continuous execution of the related procedures. The success of this task is measured by its compliance with the agreed procedures and the defect handling trends (average time to close defects, response times, etc)

SA1.3 – Release Management

- Task leader: INFN
- Participants: CERN, CINECA, UPJS
- Description:
 - This task deals with release management and coordination and the maintenance of the package repositories, defining policies and release cycles. This task also covers the smooth transition from many middleware distributions to one, so that the production infrastructures stay functional without noticeable discontinuity

SA1.4 – Quality Control

- Task leader: CINECA
- All partners allocate effort to the continuous QC tasks according to their technical expertise
- CSIC is responsible for the security assessment
- Description:
 - This task consists in the application of QA processes and procedures defined by SA2. All the releases of EMI components need to satisfy well-defined certification and validation criteria before being included in a stable EMI distribution, sufficient to guarantee to a high degree of confidence that all EMI products meet or exceed the requirements set by EGI and that no regression are introduced. The Product Teams are responsible to perform the QC task as part of their standard maintenance activities. This task also deals with security assessments of selected EMI components under the coordination of CSIC. The main success criterion of this task is the availability of regression tests for each resolved software defect

SA1.5 – User Support

- Task leader: JUELICH
- All partners allocate effort to support according to their technical expertise and the defined support shifts
- Description:
 - This task consists in the provision of 3rd-level user support for incidents and requests escalated from the user support channels of the customer infrastructures and user communities. The support services are based on Service Level Agreements detailing the services and their expected quality attributes like the response times. The task coordinator is responsible to define the User Support and escalation processes and monitor the correct execution and respect of the SLAs. The main success criteria for this task are average response times for first reply and the average time needed to complete the analysis of an incident, providing either a workaround or filing a defect in the MW tracker

Deliverables

- DSA1.1 – Software Maintenance and Support Plan [month 1]
- DSA1.2 - Software Release Plan [month 3]
- DSA1.3.{1,2,3} – Software Maintenance Quality Control Report [months 6, 10, 22, 34]
- DSA1.4.{1,2,3} – Annual Maintenance and Support Report [months 12, 24, 36]

DSA1.1

- Software Maintenance and Support Plan
- This document describes the Software Maintenance and Support processes, the roles and responsibilities and the main metrics to be used for the Service Level Agreements
- It will include a description of how current distributions are supported and maintained in the transition period
- TOC available

DSA1.2

- Software Release Plan
- This document describes the release procedures and policies for the middleware services and the complete EMI reference distributions. It also contains the initial release schedule to be prepared in collaboration with the PTB and the JRA1 Work Package. The release schedule will be updated every three months during the course of the project

Milestones

- MSA1.1 – EMI Support Units integrated in GGUS [month 1]
- MSA1.2.{1,2,3,4} – EMI Reference Releases [months 6, 12, 24, 36]

Key Performance Indicators

- KSA1.1 – Number of incidents
- KSA1.2 – Incident resolution time
- KSA1.3 – Number of problems
- KSA1.4 – Number of urgent changes
- KSA1.5 – Change application time
- KSA1.6 – Number of releases
- KSA1.7 – Number of release rollbacks

Mailing list

- emi-sa1@eu-emi.eu
 - More info at <http://mail.eu-emi.eu/mailman/listinfo/emi-sa1>
- Consider also emt@eu-emi.eu
 - Engineering Management Team
 - More info at <http://mail.eu-emi.eu/mailman/listinfo/emt>