

SA1: Maintenance and Support

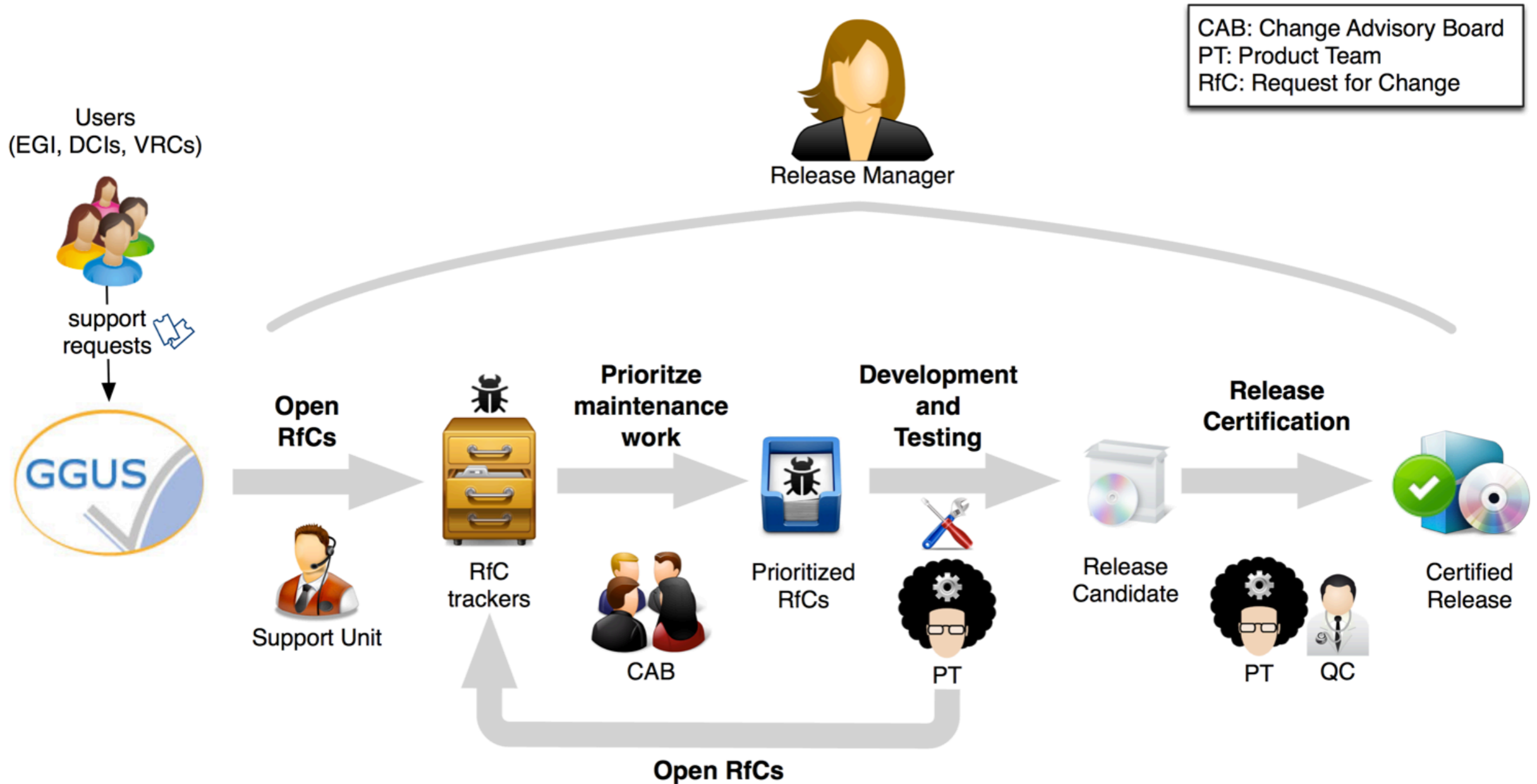
WP Status report



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*Fourth EMI All Hands Meeting
Hamburg, 8 May 2012*

Release Management

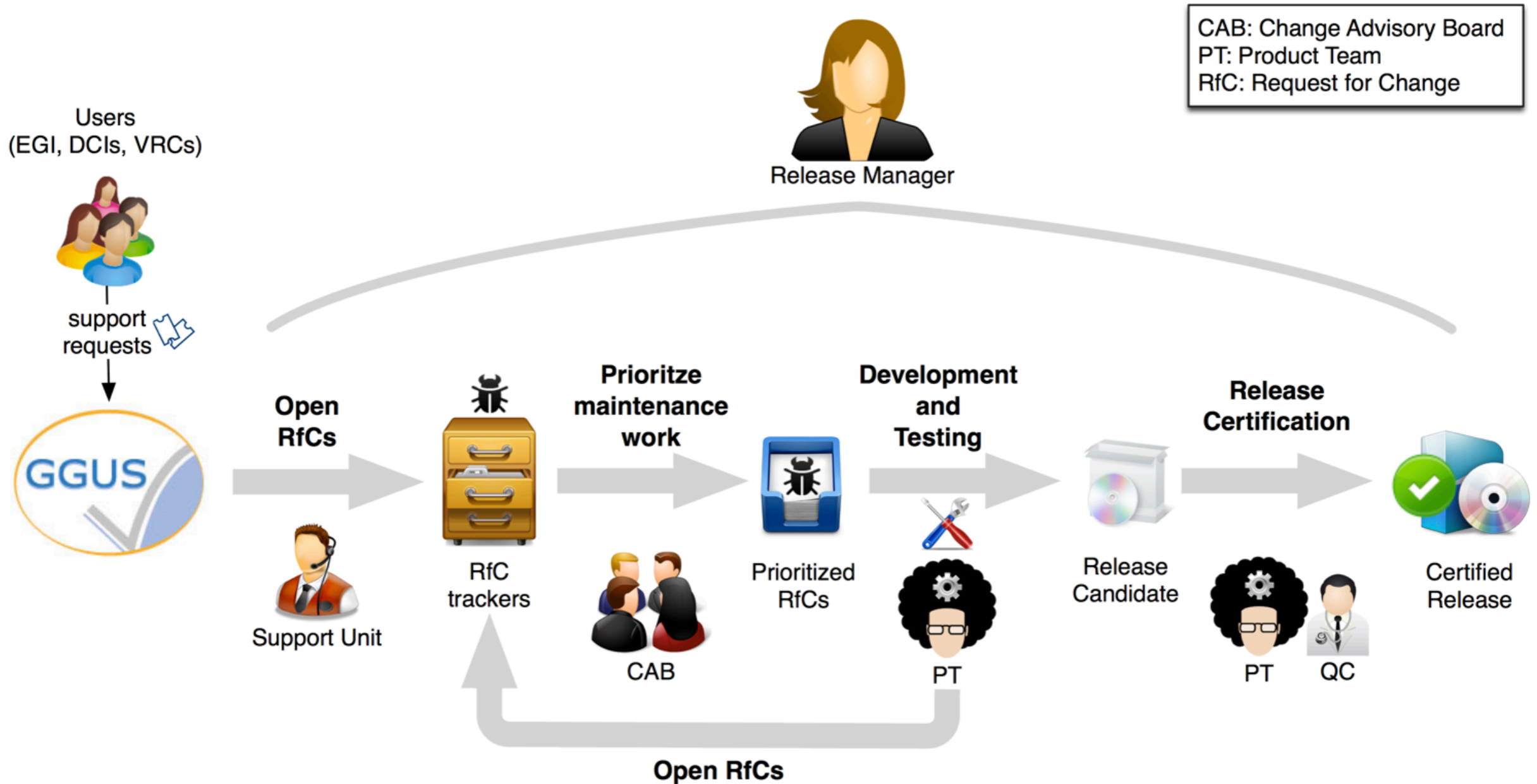


User Support

Software Maintenance

- SA1.2 - Software Maintenance:
 - Ensure the efficient and transparent management of the maintenance process providing software problems analysis and resolutions
- SA1.3 - Release Management:
 - Ensure customers receive certified software releases of middleware services and components according to agreed release policies and quality of service attributes
- SA1.4 - User Support:
 - Integrate the EMI User Support function in the overall EGI user support channels and in compliance with the SLA signed with EGI

- Software Maintenance
 - More than 1200 RfC implemented
 - Support for new platforms: SL6 and Debian 6 (partial)
 - Stricter compliance with packaging policy
- Release management
 - 15 EMI 1 updates released and provisioned to EGI-UMD, EPEL or directly to sites
 - EMI 2 Matterhorn release coordination
 - EMI Beta & acceptance testing process definition and implementation
- User Support
 - 572 incidents submitted, 537 incidents resolved
 - Proactive EMI-EGI SLA monitoring
 - ▶ No significant SLA violation observed



User Support

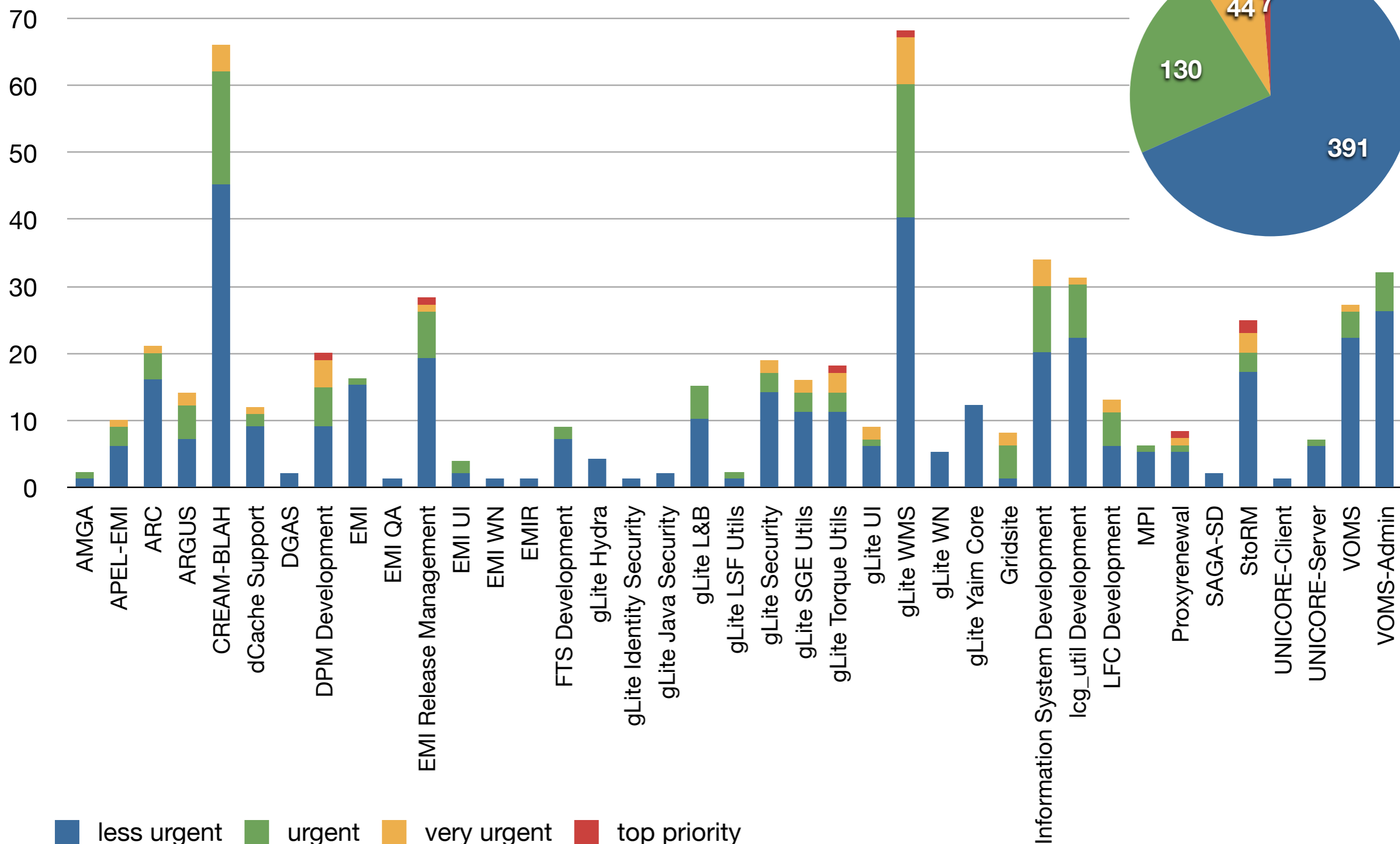
- **3rd-level user support**
 - incidents
 - new feature requests
- Support is provided via GGUS
 - <https://ggus.eu>

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

- SLA in place with EGI
 - <http://bit.ly/emi-egi-SLA>
 - Continuuosly monitored, no significant violations observed
- Updates on support procedures
 - Mathilde Romberg's talk in tomorrow's plenary

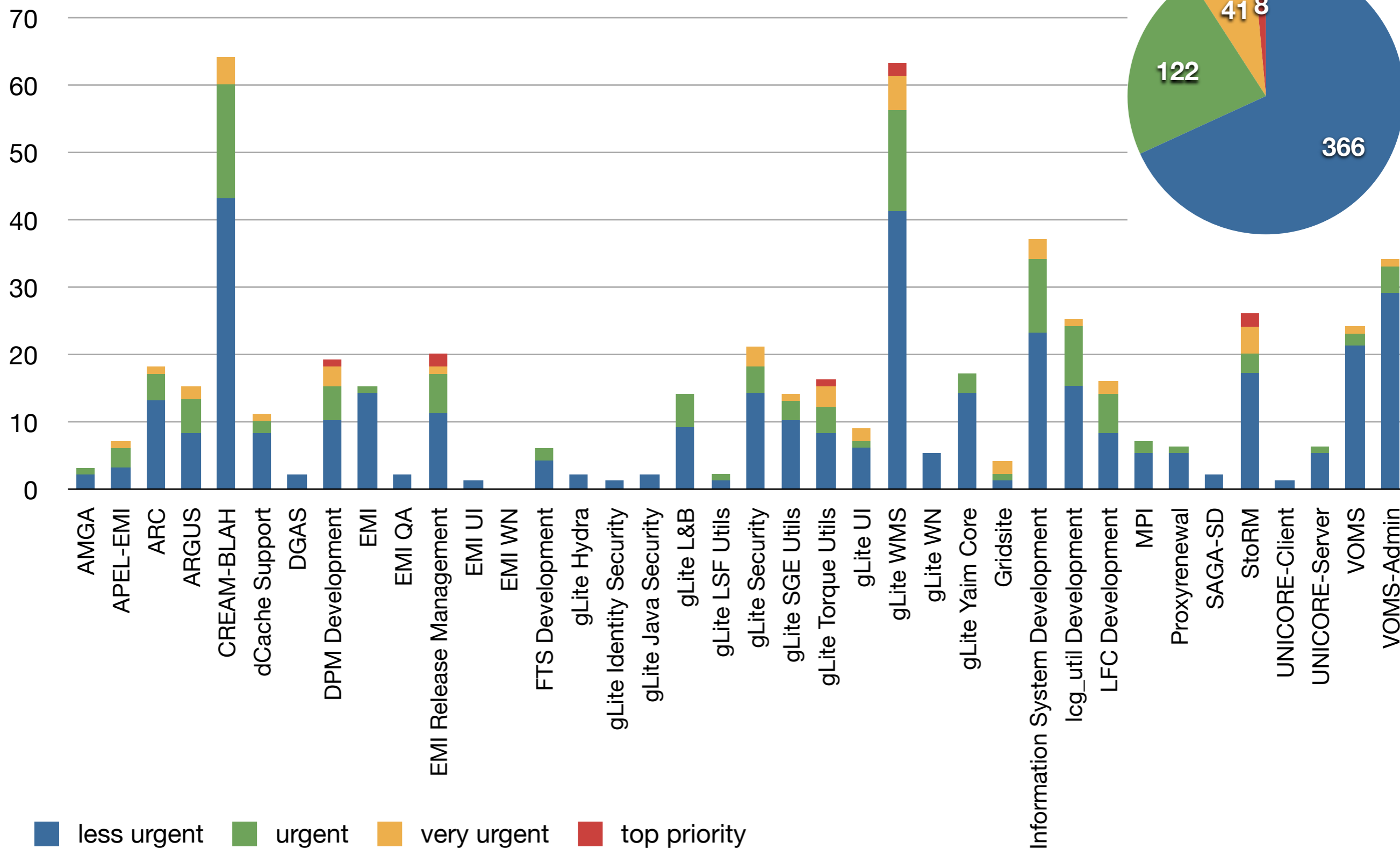
User support performance

Number of tickets submitted in Year 2



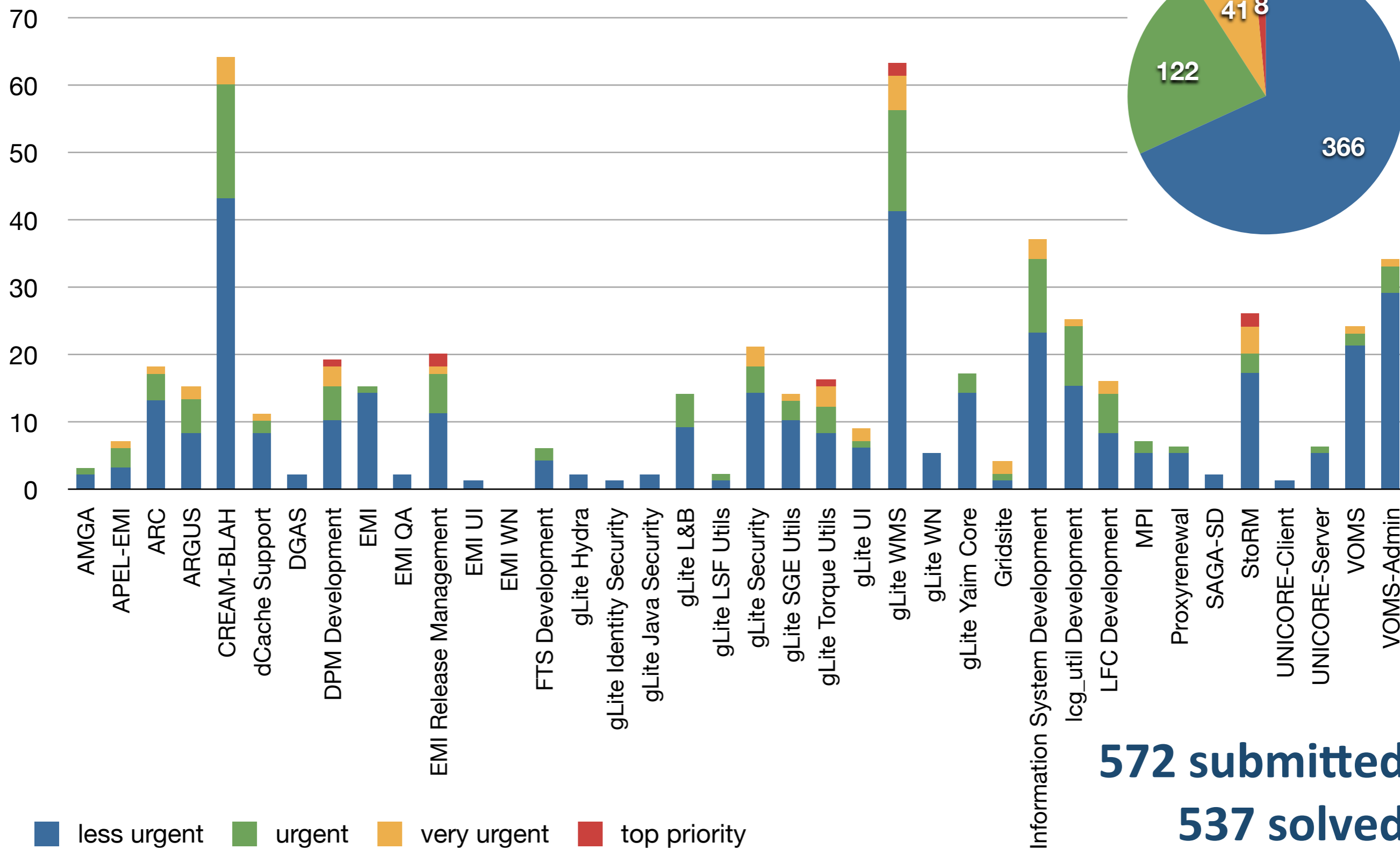
User support performance

Number of tickets solved in Year 2

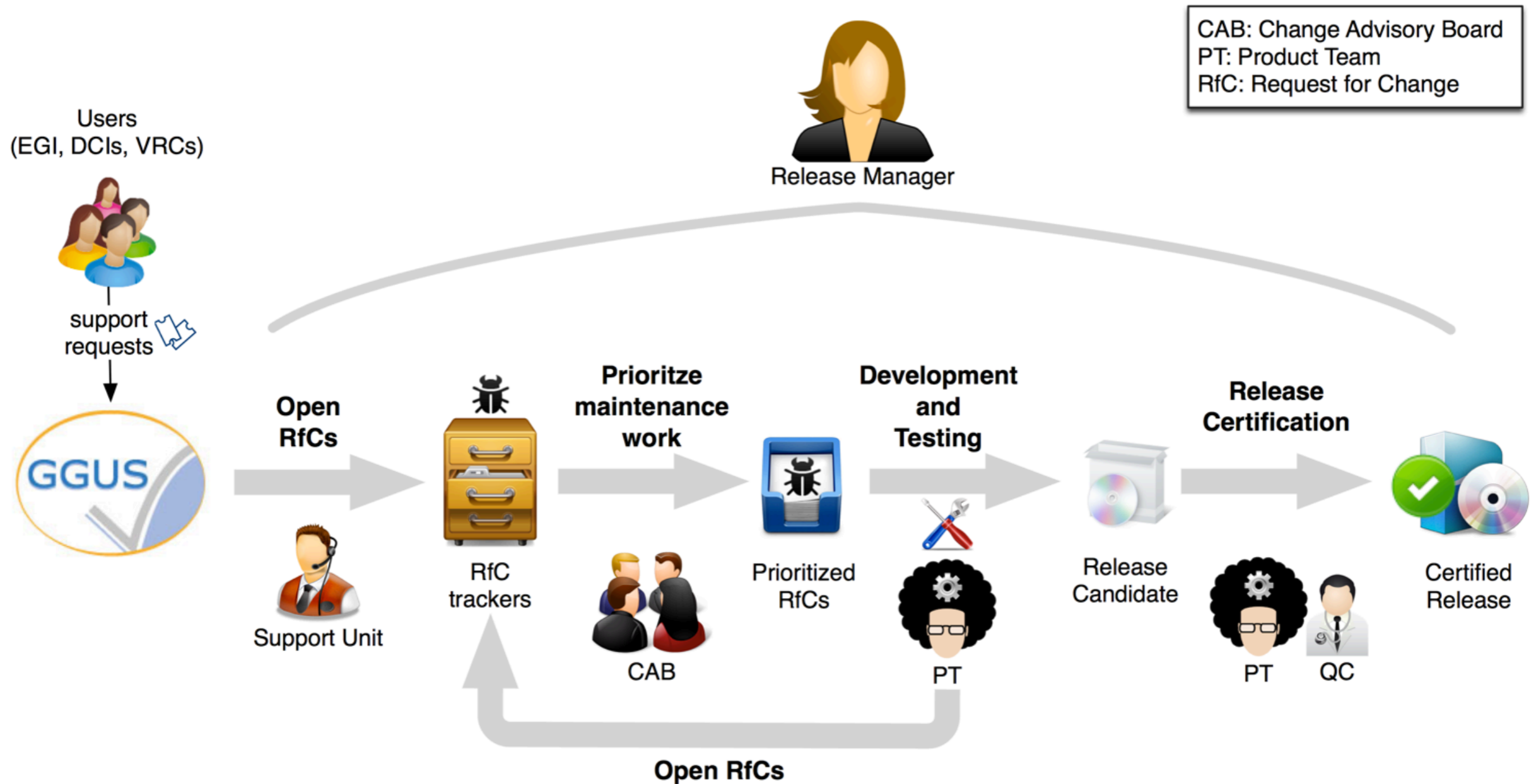


User support performance

Number of tickets solved in Year 2



Software maintenance



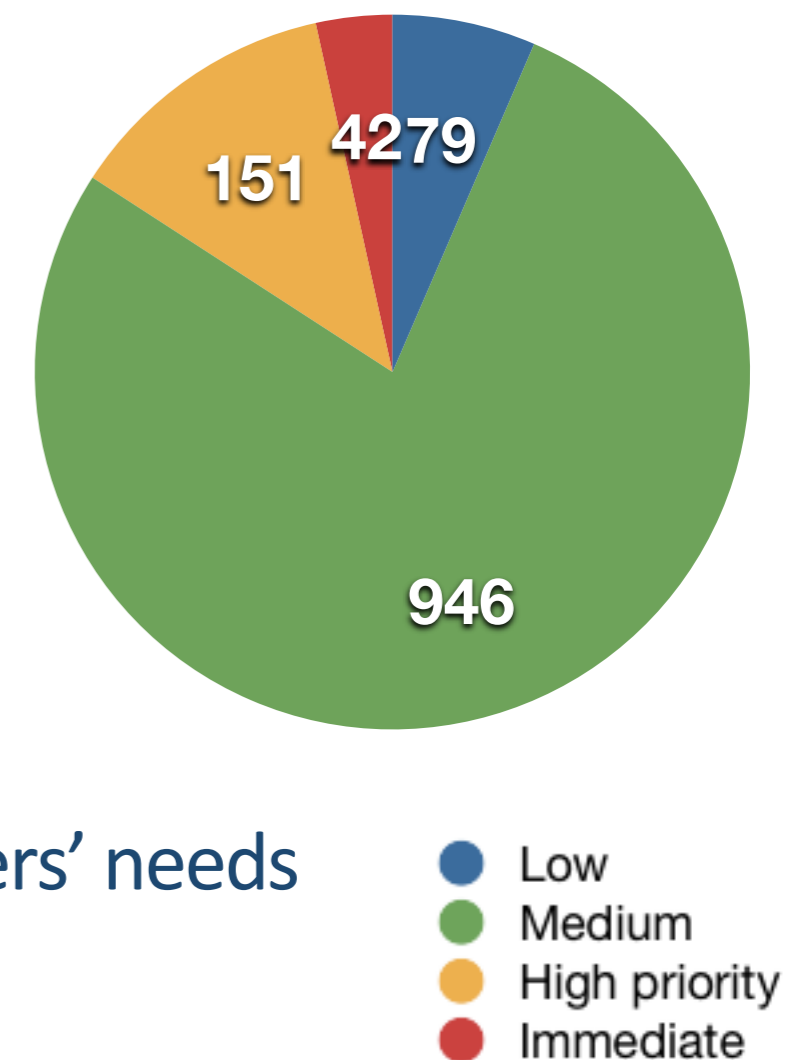
Software Maintenance

- Corrective maintenance:
 - Priority-driven
 - Immediate and High priority changes trigger product updates

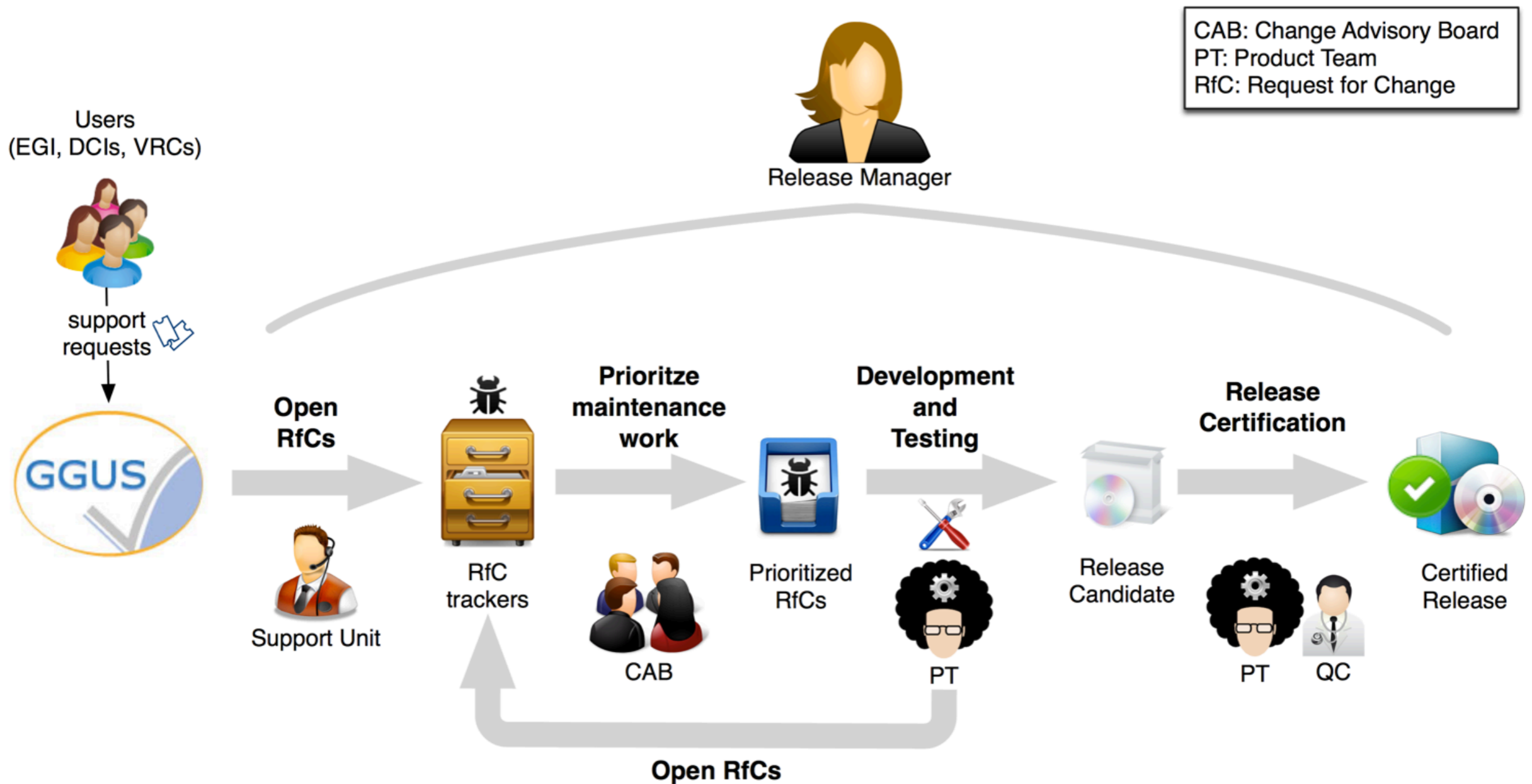
- Adaptive maintenance:
 - Porting to new platforms (SL 6, Debian 6)
 - Stricter compliance with packaging policy

- Perfective maintenance:
 - Standardize service operation and control
 - Improve software functionality according to users' needs

Bugs fixed since EMI 1



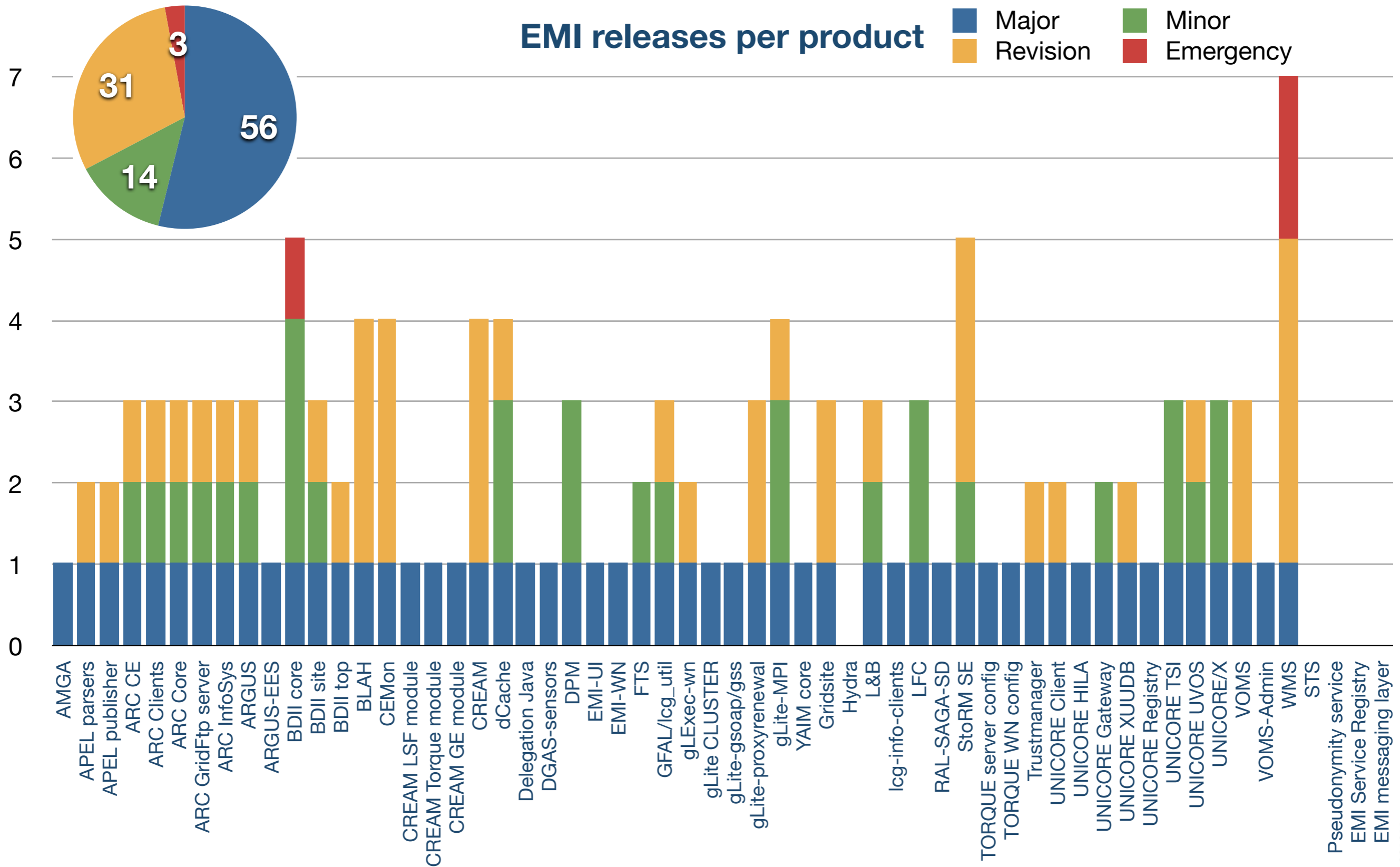
Release Management



- EMI 1 Updates
 - 15 EMI 1 updates released and provisioned to EGI-UMD
 - EMI Beta & acceptance testing process definition and implementation
- Release coordination and infrastructure operation
 - EMT weekly coordination meeting
 - Continuous integration system
 - Repositories
 - Public release pages
- EMI 2 Matterhorn
 - 4 release candidates
 - ▶ Iterative convergence to final quality requirements

Release performance

EMI releases per product



- UMD redistributes EMI products
 - No changes
 - Staged-rollout for additional verification and testing in production environment
- UMD 1.6.0 (02.04.2012)
 - http://bit.ly/umd_1_6_0
- EMI 1 products **not** planned for inclusion in UMD:
 - Oracle-based services, AMGA

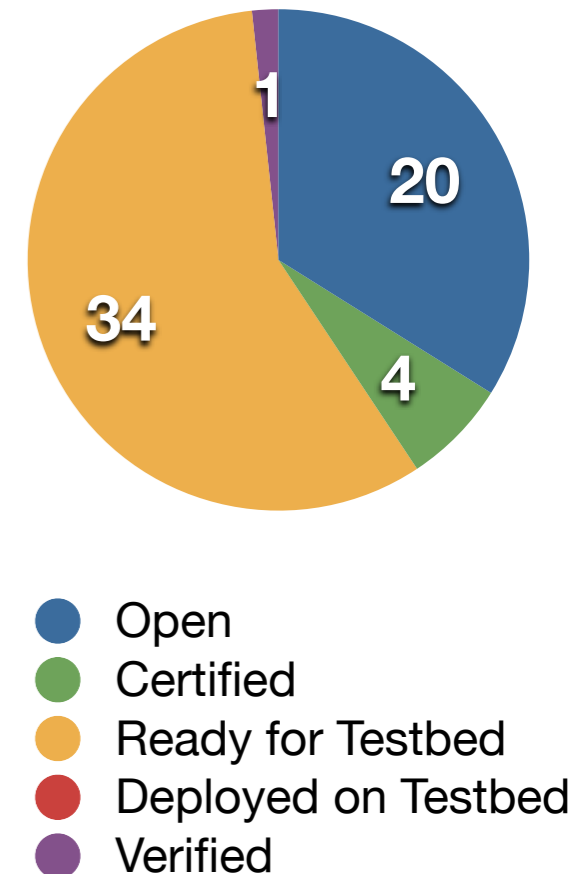


Climbing Matterhorn

RC	RC content	ETA	Real Time of Arrival	Build status
RC1	All EMI2 developments done Successfull builds (all platforms)	Dec, 14th 2011	Jan, 14th, 2012	SL5/x86_64 - 80% SL6/X86_64 - 60%
RC2	In-house deployment reports	Feb, 1st 2012	Feb, 10th, 2012	SL5/x86_64 - 90% SL6/X86_64 - 62%
RC3	Testbed deployment reports Initial testing reports	Feb, 29th 2012	March, 11th, 2012	SL5/x86_64 - 97% SL6/X86_64 - 93%
RC4	Full test reports Full deployment on EMI testbed Locked configurations	March, 28th 2012	April, 15th, 2012	SL5/x86_64 - 98% SL6/X86_64 - 95%
Final	Signed packages in the EMI repository Release announcement	April, 26th 2012	May, 18th, 2012	

- 1 product ready to be released
 - and the winner is ... dCache!
- Certification still ongoing
 - for a significant number of products
- Porting
 - SL6 : fully achieved
 - Deb6: problematic (more details in tomorrow's talk)
- Still to be done:
 - Signed packages in production repository
 - Final packages deployed on testbed
 - EMI 2 release notes, public web pages, announcement

EMI 2 Task status



Towards Monte Bianco

- Define EMI 3 Monte Bianco release schedule
 - Learning from EMI 1 and EMI 2 experience
 - Discussion in SA1/SA2 joint session tomorrow afternoon
 - Initial schedule presented on Thursday
- Provide continuous delivery of EMI 1 and EMI 2 updates
- Pursue key perfective and adaptive maintenance objectives
 - Improve regression test suites coverage and certification automation
 - Debian 6 porting
 - Java APIs on Maven Central
 - Release into EPEL/Debian repositories

Thanks!