

LQCD-ext Project Management & Performance

Bill Boroski LQCD-ext Contractor Project Manager

> DOE FY2012 Annual Progress Review Brookhaven National Laboratory May 16-17, 2012



Outline

- Updates to project scope, budget, and organization
- FY11& FY12 performance results
- FY11& FY12 financial results
- User survey results
- FY13 hardware acquisition strategy
- Summary

LQCD-Ext Project Scope

- Acquire and operate dedicated hardware at BNL, JLab, and FNAL for the study of QCD during the period FY2010-2014.
- Scope includes acquisition, deployment, and operation of computing facilities; software development is out of scope.
- Currently executing against baseline plan, with a few exceptions
 - Several machines have been operated beyond planned lifetimes
 - QCDOC at BNL was operated through August 2011
 - 7n at JLab was operated through mid-May 2012
 - Kaon at FNAL is still in use
 - FY11 procurement included a mix of conventional Infiniband cluster nodes and GPU-accelerated nodes. FY12 procurement will also contain a mix.
 - Planning to provide a modest level of salary and M&S support for the operation of prototype BG/Q at BNL, in exchange for 20 TF (peak) compute capacity (10% of one rack).
 - Will assume responsibility for operating and supporting the compute hardware at JLab acquired under the LQCD-ARRA project (FY13-14).

Project Execution & Work Planning

Project Execution Plan (PEP)

 Controlled document defining project need, requirements, scope, management, cost and schedule, change control, etc.

Work organized via WBS

- MS Project used to identify tasks, develop schedules, and track progress against milestones
- Work broken down into two primary areas:
 - Steady-state operations and maintenance
 - Procurement and deployment of equipment and new systems

Other important project documents

- Risk Management Plan, Acquisition Strategy Documents, Annual Acquisition Plans, C&A Documentation
- All under formal version control

D	WBS	Task Name	Start	Finish	9 2010 2011
1	1	LQCDEXT	Mon 10/4/10	Fri 9/30/11	
1	1.1	BNL	Mon 10/4/10	Fri 9/30/11	57
2	1.1.2	LQCDEXT BNL FY11	Mon 10/4/10	Fri 9/30/11	57
3	1.1.2.7	FY11 BNL site operation	Mon 10/4/10	Fri 9/30/11	57
4	1.1.2.7.7	Site operation & management of LQCDEX	Mon 10/4/10	Fri 9/30/11	58%
5	1.1.2.7.8	Decommissioning QCDOC	Fri 7/29/11	Fri 7/29/11	: 0%
2	2	LQCDEXT_FNALFY10_14.mpp	Tue 1/19/10	Thu 10/20/11	47
1	2.1	FNAL	Tue 1/19/10	Thu 10/20/11	47
2	2.1.2	LQCDEXT FNAL FY11	Tue 1/19/10	Thu 10/20/11	47
3	2.1.2.1	FY11 FNAL - plan and deploy system	Tue 1/19/10	Thu 10/20/11	37
4	2.1.2.1.1	Deploy FY10 Hardware in "Friendly user"	Tue 9/21/10	Tue 11/30/10	ə 100%
5	2.1.2.1.2	Plan FNAL FY11 deployment work	Tue 1/19/10	Fri 7/15/11	76%
6	2.1.2.1.2.1	Test processors and chipsets for FY	Mon 10/4/10	Fri 10/15/10	<u></u> 100%
7	2.1.2.1.2.2	System Design Document for GPU	Mon 10/18/10	Mon 5/23/11	90%
8	2.1.2.1.2.8	Decision to split Ds expansion purch:	Tue 1/19/10	Tue 1/19/10	100%
9	2.1.2.1.2.3	Release RFP (new HW)	Tue 5/31/11	Tue 5/31/11	0%
10	2.1.2.1.2.4	Receive RFP (new HW) responses	Wed 6/1/11	Thu 6/30/11	. 0%
11	2.1.2.1.2.5	Award FY2011 purchase contract (r	Fri 7/1/11	Fri 7/15/11	<u> </u>
12	2.1.2.1.2.6	Exercise FY2011 purchase option 1	Mon 3/7/11	Tue 3/8/11	_ <mark>+</mark> 10 <mark>0</mark> %
13	2.1.2.1.2.7	Exercise FY2011 purchase option 2	Tue 5/31/11	Wed 6/1/11	H 00%
14	2.1.2.1.3	Deploy FY11 hardware	Fri 10/22/10	Thu 10/20/11	09
15	2.1.2.1.3.1	Delivery of Opt. 1 4 Tflops Ds hardw	Wed 5/4/11	Tue 5/10/11	0%
16	2.1.2.1.3.2	Release to production of Option 1 4 r	Wed 6/1/11	Wed 6/1/11	
17	2.1.2.1.3.7	Delivery of 4 Tflops Ds hardware co	Tue 8/9/11	Mon 8/15/11	0%
18	2.1.2.1.3.6	Release to production of Option 2 4 r	Thu 9/1/11	Thu 9/1/11	⊳ ¶9/1
19	2.1.2.1.3.9	Sample unit received	Mon 8/1/11	Mon 8/1/11	-0%
20	2.1.2.1.3.8	Delivery of new HW complete	Tue 9/6/11	Thu 9/15/11	
21	2.1.2.1.3.10	Acceptance test complete	Fri 9/16/11	Thu 10/20/11	×10%
22	2.1.2.1.3.5	Release to production - new HW	Thu 10/20/11	Thu 10/20/11	¹⁰
23	2.1.2.1.3.3	Support deployment of new HW syst	Fri 10/22/10	Thu 10/20/11	1 %
24	2.1.2.1.3.4	Procurement and deployment of 128	Thu 10/20/11	Thu 10/20/11	♦ ₩ 10
25	2.1.2.2	FY11 FNAL site operation	Fri 10/1/10	Thu 9/29/11	9 58
26	2.1.2.2.1	Site operation & management of LQCDEX1	Fri 10/1/10	Thu 9/29/11	58%
27	2.1.2.3	FY11 project management	Fri 10/1/10	Thu 9/29/11	9 57
28	2.1.2.3.1	Manage LQCDEXT project	Fri 10/1/10	Thu 9/29/11	589
29	2.1.2.3.2	Management Reserve	Fri 10/1/10	Fri 10/1/10	0%
30	2.1.2.3.3	DOE progress review complete	Tue 5/10/11	Wed 5/11/11	0%
31	2.1.2.3.4	22 Teraflops-years aggregate computing	Thu 9/29/11	Thu 9/29/11	of 9/2
3	3	LQCDEXT_JLABFY10_14.mpp	Fri 10/1/10	Thu 9/29/11	58
1	3.1	JLAB	Fri 10/1/10	Thu 9/29/11	58
2	3.1.2	LQCDEXT JLAB FY11	Fri 10/1/10	Thu 9/29/11	58
3	3.1.2.1	FY11 JLAB site operation	Fri 10/1/10	Thu 9/29/11	58
4	3.1.2.1.1	Site operation & management of LQCDEX	Fri 10/1/10	Thu 9/29/11	58%

Management & Oversight



- Changes since last year
 - Robert Edwards replaced Frithjof Karsch as SPC Chair
 - Frank Quarant replaced Eric Blum as BNL Site Manager

Approved Baseline Budget = \$18.15 million

Jointly funded by DOE Offices of High Energy and Nuclear Physics

Expenditure Type	FY10	FY11	FY12	FY13	FY14	Total
Personnel	1,139	1,306	1,456	1,340	1,644	6,885
Travel	13	11	12	12	12	60
M&S	104	84	84	84	84	440
Equipment	1,684	1,779	1,974	2,589	2,379	10,405
Management Reserve	60	69	75	75	81	360
Total	3,000	3,250	3,600	4,100	4,200	18,150

Approved Funding Profile (in \$K)

Hardware Budget Breakdown (in \$K)

Fiscal	Compute	Storage	
Year	Hardware	Hardware	Total
FY10	1,600	84	1,684
FY11	1,690	89	1,779
FY12	1,875	99	1,974
FY13	2,460	129	2,589
FY14	2,260	119	2,379
Total	9,885	520	10,405

Baseline storage budget was set at ~5% of total hardware budget

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Baseline storage budget was set at ~5% of total hardware budget

- We are currently half-way through the LQCD-Ext project.
- Changes in the budget forecast, relative to the baseline.
 - TPC reduced by \$100K due to tight budget constraints in FY12.
 - Was \$18.15 million; Now \$18.05 million.
 - Personnel Budget Changes
 - Updated salary cost basis for FY13-14
 - Modified staffing model based on operating experience
 - Increased staffing support to operate BG/Q and ARRA facilities in FY13-14
 - Storage Hardware Budget Changes
 - Increased to accommodate growing storage needs
 - Compute Hardware Budget Changes
 - Reduced to accommodate staffing support for BG/Q and ARRA in FY13-14
 - Reduced to accommodate increased storage needs
 - \$94K of unspent management reserve from FY10-11 has been applied to FY12 hardware procurement and deployment budget

Comparison of current forecast to baseline budget (\$K)

Expenditure Type	Baseline Budget	Current Forecast	Change Relative to Baseline	% Change
Personnel	6,885	7,038	153	2%
Travel	60	60	0	1%
M&S (spares, tape, etc.)	440	465	25	5%
Compute Hardware	9,885	9,526	(359)	(4%)
Storage Hardware	520	691	171	25%
Management Reserve	360	269	(91)	(25%)
Total	18,150	18,050	(100)	(0.6 %)

"Change Relative to Baseline" shows the net effect of the changes previously described.

We are managing the budget to maximize scientific output, and in accordance with the procedures and processes defined in the approved Project Execution Plan.



Performance Measures & Metrics



LQCD Hardware Performance Data

- Performance and utilization data are available online for LQCD-ext resources at all three sites (BNL, JLab, and FNAL)
 - QCDOC at BNL: <u>http://lqcd.bnl.gov/comp/usage/</u> (*active thru end-of-life: Sep 2011*)
 - 7n at JLab: <u>http://lqcd.jlab.org/</u> (*active thru end-of-life: May 2012*)
 - Kaon, J-Psi, D_s, and D_{sq} at FNAL: <u>http://www.usqcd.org/fnal</u>
- Available data include:

- Machine usage on an hourly, daily, weekly, monthly, annual basis
 - Interactive views that allow users to select performance periods
- System and node health monitoring
 - Node uptime, system temperature, processor temperature and fan speeds, CPU load average.
- Job data
 - Project allocation usage, jobs running and in queue, nodes allocated to projects.
- Performance and utilization data for BG/Q will become available once that machine is in production operations
- Performance and utilization for ARRA resources are already available online.

Performance Measures & Metrics

- Performance goals and milestones for LQCD-ext are documented in the Project Execution Plan (Appendices C & D).
 - Ensures that the performance goals and milestones remain under formal change control and are readily available to the project team and stakeholders.
 - These are the same goals and milestones that had previously been explicitly defined in the baseline OMB Exhibit 300 document.
- 19 project milestones (*for LQCD-ext*)
 - External reviews of future procurement plans
 - Incremental procurements/TFlops-deployed
 - > Aggregate TFlops-yrs delivered
- > 29 performance indicators (*for LQCD-ext*)
 - Additional computing resources brought on-line
 - System performance (i.e., % of time system available for work)
 - Process improvements (i.e., % of tickets closed within 2 business days)
 - Customer satisfaction (measured through user surveys)
- Progress against these goals is tracked and reported periodically to the Federal Project Manager.

FY11 Performance Summary (1)

Comparison of Actuals to Approved Baseline

Milestone #	Description	Actual Results	Planned Cost (\$K)	Actual Cost (\$K)	% of Plan	Planned Completion	Actual Completion
22	Architecture planning for FY12 procurement reviewed by external DOE committee	Plan reviewed & accepted	54	5	9%	09/30/11	07/29/11
23	Procurement & deployment of 12 TF (sustained) system	17.5 TF*	1,997	1,931**	97%	06/30/11	08/01/11 <i>(IB cluster)</i>
		IR Cluster					and
		<i>9.0 TF</i> 975% of goal)					03/01/12 (GPU cluster)
		and					
		<u>GPU Cluster</u> 8.5 TF* (equivalent)					
24	22.0 TF-yrs aggregate computing delivered	31.48 TF-yrs*** (143% of goal)	1,199	1,280	107%	09/30/11	09/30/11
25	Security controls testing and contingency plan review complete at BNL, FNAL, and JLab	Completed as planned	0	0	100%	08/31/11	08/31/11

* Total includes contributions from conventional Infiniband cluster and GPU-accelerated cluster.

** Includes costs that were obligated in FY11 for the FY11 cluster procurement, but actually costed in FY12.

*** Includes operation of Kaon, 7n, and QCDOC machines in FY11, which was not planned for when the baseline was prepared. Since project funds supported the continued operation of these machines, the delivered performance has been included in the total computing delivered.

FY11 Performance Summary (2)

Performance against other Key Performance Indicators (KPIs)

Measurement Indicators	Target	Actual Results
Customer Satisfaction Rating	≥92%	87%
% of tickets closed within two business days	≥95%	95% BNL: 100% (83/83 tickets) FNAL: 98% (311/317 tickets) TJNAF: 81% (62/77 tickets)
% of average machine uptime at the metafacility	≥95%	96.6% (weighted ave) BNL: 97.9% FNAL: 96.7% TJNAF: 93.5%
Weekly vulnerability scans	Scans performed at least weekly at each host institution	Daily scans performed at all sites. Performance goal exceeded.

- All KPI metrics were met with the exception of our overall Customer Satisfaction Rating
 - Although our satisfaction rating increased from 81% in FY10 to 87% in FY11, it is still below our performance target.

FY11 Performance Summary (3)

- > All milestones were completed within acceptable budget variances (< $\pm 10\%$).
- We did not meet target deployment dates due to the impact of the FY11 Continuing Resolution
 - We released the first part of the FY11 machine on June 6, ahead of the target deployment date of June 30.
 - However, because the release rate of funds was throttled due to the CR, we were not able to procure the full Infiniband cluster in a single procurement action. As a result, the compute capacity deployed in June was below the target.
 - Per plan, once funds became available, we exercised the procurement option and released the second part of the cluster on August 8.
 - Deployment of the GPU cluster was delayed due to the impact of the CRs, negotiations with the vendor, flooding in Thailand, and holiday schedules.

 All KPI metrics were met with the exception of our overall Customer Satisfaction Rating

FY11Performance Summary

- FY11 Goal = 22.0 TFlops-yrs
- Actual = 31.48 TFlops-yrs (143% of goal)



FY11 Acquisition Plan called for both Infiniband and GPU cluster deployments.

Milestone target dates for both IB and GPU cluster deployments were missed due to impact of Continuing Resolution and Thailand flooding.

Project operated QCDOC (BNL), Kaon (FNAL), and 7n (JLab) beyond planned lifetimes.

Other Key Performance Indicators (KPIs)	Target	Actual
TFlops deployed	12 TF	17.5 TF*
Customer satisfaction rating	≥92%	87%
% tickets closed within 2 business days	≥95%	95%
% average machine uptime	≥95%	97%

*Infiniband cluster = 9 TF; GPU cluster = 8.5 TF (effective)

W. Boroski, LQCD-ext Project Management, DOE Annual Review, May 16-17, 2012

FY12 Milestone Performance (TFlops-yrs delivered)

- Data for FY12 conventional Infiniband clusters thru April 2012 are shown.
- The unmodified goal for FY12 is 34.0 TFlops-yrs.
- ▶ Goal through April = 16.6 TFlops-yrs
- Actual = 21.0 TFlops-yrs (126% of goal)



"Unmodified" project goal assumes only conventional Infiniband clusters

- Project is operating both Kaon (FNAL) and 7n (JLab) clusters beyond planned lifetimes
- At the current pace, even without contributions from the planned JLab IB cluster starting in FY12Q4, we will still meet the unmodified goal, because of strong uptimes and contributions from Kaon and 7n

We are beginning to formulate new project goals that take into account both conventional and GPU-accelerated clusters.

Financial Performance



FY11 Project Cost Summary - Final

Fund Type	FY10 Carry- forward	FY11 Budget	Total FY11 Funds Available	FY11 Actual Costs	FY11 Obligations	% Spent & Obligated
Equipment	\$ 1,162K	\$1,690K	\$ 2,852K	\$ 2,138K	\$ 525K	93%
Operating	\$ 136K	\$ 1,491K	\$ 1,627K	\$ 1,599K		98%
Sub-total	\$ 1,298K	\$ 3,181K	\$ 4,479K	\$ 3,737K	\$ 525K	95%
Mgmt Reserve	\$ 132K	\$ 69K	\$ 201K	\$ 0K	\$ 0K	0%
TOTAL	\$ 1,430K	\$ 3,250K	\$ 4,680K	\$3,737K	\$ 525K	91%

- Operating costs were in line with the baseline plan.
- \$525K in equipment funds were obligated late in FY11 for the GPU-accelerated cluster that was received in early FY12 and placed into production in Dec 2011.
- No management reserve funds were expended in FY11.
- \$94K in unspent management reserve from FY10/11 was added to the FY12 hardware budget, in accordance with the approved baseline plan.
- All remaining unspent funds have been carried forward into the FY12 budget.

FY12 Project Cost Summary

Status through March 2012; fiscal year complete: 50%

Fund Type	FY11 Carry- forward	FY12 Budget	Total FY12 Funds Available	FY12 Actual Costs	FY12 Obligations	% Spent & Obligated
Equipment	\$ 526K	\$ 1,973K	\$ 2,499K	\$ 525K	\$ 842K	55%
Operating	\$ 285K	\$ 1,452K	\$1,737K	\$ 603K	\$ 39K	37%
Sub-total	\$ 811K	\$ 3,425K	\$4,236K	\$ 1,128K	\$ 881K	47%
Mgmt Reserve	\$ 35K	\$ 75K	\$ 110K			0%
Anticipated Carry-forward	\$ 95K		\$ 95K			0%
TOTAL	\$ 941K	\$ 3,500K	\$ 4,441K	\$1,128K	\$ 881K	45%

- FY11 carry-over equipment funds have been costed for the GPU cluster deployed at FNAL.
- FY11 carry-over operating funds will be used to cover FY11 carry-over expenses, provide salary support, and augment the FY12 hardware procurement.
- The FY12 budget incorporates the \$100K funding rescission and other previously discussed changes.
- A portion of the FY12 equipment funds have been obligated for the initial cluster purchase at JLab.
- Management reserve is set aside to cover unexpected deployment labor costs.
- "Anticipated Carry-forward" is set aside to cover operations costs during funding delays.

User Survey Results



FY11 Survey Results

- Following the suggestions made by the 2011 DOE Progress Review Committee, we modified the user survey in an attempt to encourage a higher response rate.
 - Reduced the total number of questions from 44 to 22.
 - Revised the wording of some questions.
 - Retained the ability for users to provide free-form comments.
- FY11 response rate = $\sim 60\%$
 - Approximately 102 users submitted jobs to one of the three facilities during the past year
 - Received input from 61 users (small statistical sample).
 - FY11 response rate = $\sim 60\%$ (61 individuals)
 - Improvement from FY10, when only 39 users responded to the survey call.

Compute Facility Satisfaction Trends





- Although significantly improved over FY10, the overall satisfaction rating of 87% is below our target goal of 92%. We believe that the timing of several external factors may have contributed to this rating.
- Although improving, ease of access rating continues to suffer due to access issues associated with the use of Kerberos authentication.

W. Boroski, LQCD-ext Project Management, DOE Annual Review, May 16-17, 2012

FY10

76%

FY11

91%

Compute Facility Satisfaction Trends







- User support and responsiveness ratings appear to have suffered due to loss of key knowledgeable individuals at one of our sites, and to understaffing at another.
- > User documentation remains an area for improvement.

Allocation Process Satisfaction Trends











Several concerns were voiced by survey respondents regarding the allocation process.

Not clear why certain proposals appear to be preferred over others

Would be useful to have a clear statement of the scientific criteria under which proposals are to be evaluated, and of the scientific goals of USQCD

The CFP is getting too long, so subtle changes in a given year may go unnoticed. Perhaps changes should be noted early in the CFP message.

W. Boroski, LQCD-ext Project Management, DOE Annual Review, May 16-17, 2012

FY11 User Survey Summary

Satisfaction with Compute Facilities

- Although significantly improved over FY10, the overall satisfaction rating of 87% is below our target goal of 92%. We believe that the timing of several external factors may have contributed to this rating.
- User support and responsiveness ratings appear to have suffered due to loss of key knowledgeable individuals at one of our sites, and to understaffing at another. Staffing increases and operational changes will likely improve this situation.
- Ease of access rating continues to suffer due to access issues associated with the use of Kerberos authentication.
- User documentation remains an area for improvement.

Satisfaction with Allocation Process

- User satisfaction ratings nearly met or exceeded prior year ratings in all categories except one: transparency of the allocation process.
- The Scientific Program Committee is making changes to the allocation process to improve feedback on proposal allocations.

Hardware Acquisition Planning



FY13 Acquisition Planning

With the emergence of new platforms such as GPU-accelerated clusters, we outlined a new strategy at the FY11 review that we are continuing to follow:

Procure systems that will best optimize our portfolio of hardware (including anticipated supercomputer time) against our portfolio of applications (including configuration generation).

- > In FY13, we once again have several hardware options to consider:
 - Infiniband clusters, GPU-accelerated clusters, BG/Q
- In order to maximize the use of hardware funds, we are in the process of gathering critical information
 - We will be gathering information on various hardware options, including the IBM BG/Q
 - Pricing and availability of production BG/Q hardware
 - Cost model for operating a BG/Q at BNL
 - We need your input to help us optimize the use of hardware funds and best meet scientific computing needs.
 - What applications will be able to be run on GPUs at that time?
 - What portion of the analysis computing can be done more cost effectively on GPUs vs. IB clusters?
- We have established a process for finalizing the FY13 acquisition plan that closely follows the FY12 planning process. We propose to use this process to gather information and make an informed decision regarding the planned hardware choice for FY13. Target decision date is mid-August.

FY13 Acquisition Planning: Key Dates

Activity	Target Due Date
Project provides Executive Committee (EC) with data summarizing distribution of job types and sizes over the past year	Apr 15
Project presents acquisition strategy to external committee at DOE annual review	May 16
EC & Scientific Program Committee provides project with anticipated scientific program requirements for various architectures	Jun 15
Project prepares Alternatives Analysis document, which summarizes consideration of various options and proposes cost-effective solution for FY13 hardware deployment.	Jul 29
EC reviews Alternatives Analysis document and proposed solution, and provides advice to the Project on how to proceed.	Aug 10
Project prepares FY13 hardware acquisition plan and informs stakeholders	Aug 15
Project Manager provides Federal Project Director (OHEP) and Federal Project Monitor (ONP) with the FY13 Financial Plan, which contains information on the allocation of hardware funds to the host laboratories.	Aug 20

Summary

- We are now half-way through the LQCD-ext project. Facilities are running well, we're executing well against our plans, and we're expanding the scope of the LQCD-ext project to include the BG/Q and ARRA machines.
- We successfully met or exceeded all but one of key performance goals in FY11. We did not meet our target deployment dates.
 - User survey results indicate areas for potential improvement.
 - We missed deployment milestones due to Continuing Resolution and other external factors.
- > We are on target to meet nearly all of our FY12 performance goals.
 - Our site managers continue to do a very good job of operating their respective systems for minimize downtime and maximize output.
 - We've been affected by the budget situation in Washington; Continuing Resolutions impact the timing of our procurement and deployment activities.
- We have significant opportunities to maximize our hardware portfolio going forward and have developed a plan to optimize our procurement strategy in order to make the most effective use of project resources.

Additional Slides



Satisfaction with Facility Operations

Satisfaction Ratings Over Time:

	FY07	FY08	FY09	FY10	FY11
Overall Satisfaction	82%	91%	96%	81%	87%
System Reliability	74%	90%	84%	76%	91%
Ease of Access	73%	74%	77%	76%	83%
User Support	86%	100%	92%	88%	92%
User Documentation	78%	92%	81%	73%	81%
Responsiveness of Site Staff	89%	97%	98%	90%	90%
Effectiveness of Online Tools	77%	72%	83%	86%	88%

 Although significantly improved over FY10, the overall satisfaction rating of 87% is below our target goal of 92%. We believe that the timing of several external factors may have contributed to this rating.

- Ease of access rating continues to suffer due to access issues associated with the use of Kerberos authentication.
- > User documentation remains an area for improvement.
- User support and responsiveness ratings appear to have suffered due to loss of key knowledgeable individuals at one of our sites, and to understaffing at another.

Satisfaction with Allocation Process

Satisfaction Ratings Over Time:

	FY07	FY08	FY09	FY10	FY11
Overall satisfaction with the proposal process	69%	81%	84%	86%	84%
Clarity of the Call for Proposals	79%	91%	93%	93%	93%
Transparency of the allocation process	61%	64%	79%	86%	74%
Apparent fairness of the allocation process	63%	73%	88%	86%	93%
Belief that the allocation process helps maximize scientific output	70%	78%	85%	79%	88%

- User satisfaction ratings nearly met or exceeded prior year ratings in all categories except one: transparency of the allocation process.
- > Several concerns were voiced by survey respondents regarding the allocation process.
 - Not clear why certain proposals appear to be preferred over others
 - Would be useful to have a clear statement of the scientific criteria under which proposals are to be evaluated, and of the scientific goals of USQCD
 - The CFP is getting too long, so subtle changes in a given year may go unnoticed. Perhaps changes should be noted early in the CFP message.

Additional Comments on Overall Satisfaction Rating

- Based on comments provided by survey respondents and a number of unusual events that occurred during the past year, we believe that the following factors contributed to our overall satisfaction rating of 87%
 - At BNL, two key personnel left their positions for other jobs, which left the project understaffed for most of the fiscal year. Existing personnel had to be trained to be able to provide the same level of support.
 - FNAL suffered two major unplanned weather-related outages during the year; inflight user jobs were terminated as a result.
 - Users continue to comment on challenges associated with Kerberos authentication at Fermilab.
 - A major cyber-security event at JLab forced the lab to disconnect from the Internet; for nearly two weeks only onsite personnel could access the LQCD clusters. Communication with the collaboration was difficult during this period. Five weeks before offsite file transfers were possible, and then only to white-listed sites.
 - One of three system administrators left JLab in early summer, so JLab was understaffed while trying to debug an OS upgrade and rebuilding infrastructure as a result of the cyber event. User support suffered as a result.
 - As JLab was recovering from the cyber incident, Hurricane Irene threatened landfall so JLab decided to drop power to as much of the lab as possible. This unplanned weather-related event affected inflight jobs.
- Most of the survey responses were entered in a 3-week period one month after most of these events had occurred; we suspect that user experiences as a result of these events contributed to the lower satisfaction rating. In fact, JLab's overall satisfaction rating was notably lower this year.