

Themes from stakeholder requests in the last year

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Overview

- The stakeholder request system
- Themes and Categories of requests
- Issues?

The Stakeholder Request System

- A communication channel for stakeholders to record requests to the OSG project
 - User can enter directly a Jira request or contact an OSG staff member to record the request
- A mechanism for the OSG project to track requests and move them towards resolution
 - Requests go through a lifecycle (New, Accepted, Need Requirements, Need Plan, Rejected, Cancelled, Delivered)
 - Requests are discussed at the AC meetings if they are: (1) new; (2) due in 4 weeks or past due; (3) accepted but “idle”.
- A mechanism to record and communicate work items to the funding agencies
 - The system provides good aggregate and detailed visibility in the reqs

OSG Stakeholder Requests Dashboard

Filter Results: All OSG Stakeholder Requests

Functional Area	Key	Requester	Requester VO	Status	Summary
Software	REQUESTS-71	Tony Tiradani	CMS	DELIVERED	Support mechanism to unset OSG_APP and install HTCondor-CE w/o GRAM CE installation - For GlideinWMS project
Production	REQUESTS-70			DELIVERED	Request for access to /use of GPU resources - please add Piotr Sliz to the watch list
Production	REQUESTS-69			ACCEPTED	snoplus replication to oasis request
Production	REQUESTS-68		Auger	DELIVERED	Auger VO requests that OSG add support for the Auger CVMFS repository
Technology and Architecture	REQUESTS-67	Ruth Pordes	OSG Council Action item	DELIVERED	Request project list the software components and prioritize the list for LHC Run 2
Technology and Architecture	REQUESTS-66	Ruth Pordes	OSG Council action item	DELIVERED	Identify scalability limits for OSG services in preparation for LHC Run 2
Production	REQUESTS-65		Fermigrad	ACCEPTED	Websites used to renew the certs don't work with expired certs loaded in browser
Production	REQUESTS-64	Mike Kirby	FIFE	DELIVERED	Request for OASIS to support distributed repositories
Technology and Architecture	REQUESTS-63		FIFE	ACCEPTED	Efficient Transfer of Auxiliary Files to Jobs
Software	REQUESTS-62		FIFE	DELIVERED	Add extra features to GUMS (support for groups)
Technology and Architecture	REQUESTS-61		FIFE	DELIVERED	FIFE is requesting OSG

Filter Results: Accepted requests more than 8 weeks old in OSG stakeholder request

Functional Area	Key	Status	Summary
Production	REQUESTS-69	ACCEPTED	snoplus replication to oasis request
Production	REQUESTS-65	ACCEPTED	Websites used to renew the certs don't work with expired certs loaded in browser
Technology and Architecture	REQUESTS-63	ACCEPTED	Efficient Transfer of Auxiliary Files to Jobs

1-3 of 3

Filter Results: Issues in Stakeholder Requests with complete Requirements unchanged for 1 month

No matching issues found.

Filter Results: Stakeholder requests due in 4 weeks or past due

Functional Area	Key	Status	Summary
Production	REQUESTS-69	ACCEPTED	snoplus replication to oasis request
Production	REQUESTS-65	ACCEPTED	Websites used to renew the certs don't work with expired certs loaded in browser
Technology and Architecture	REQUESTS-63	ACCEPTED	Efficient Transfer of Auxiliary Files to Jobs

1-3 of 3

Filter Results: All pending requests the OSG Stakeholder Request project

No matching issues found.



Stakeholder Requests / REQUESTS-67

Request project list the software components and prioritize the list for LHC Run 2





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Details

Type:	 Task	Status:	DELIVERED
Priority:	 Major	Resolution:	Fixed
Labels:	None		
Requester VO:	OSG Council Action item		
Functional Area:	Technology and Architecture		

People


Assignee:	 Gabriele Garzoglio
Reporter:	 Ruth Pordes
Requester:	Ruth Pordes
Votes:	 0 Vote for this issue
Watchers:	 3 Stop watching this issue

Description

Click to add description


Activity

All **Comments** History Activity Subversion ⌵

▾  **Brian Bockelman** added a comment - 2014/07/10 11:59 AM

I'm not sure I completely understand the request. Prioritized according to what criteria? Those most important to operations? Those most problematic? Etc.

Can some guidance be provided on what motivates this request?

▾  **Ruth Pordes** added a comment - 2014/07/10 12:13 PM

The discussion at the Council meeting was actually stimulated by the Executive Director. My view is he is/was at the time looking for an itemization of the components in the OSG S/w Stack and the anticipate roadmap in terms of the next 2-3 years for a) upgrades or attention that might be needed e.g. as cpu hardware changes b) transition away from the component c) importance of this component to the LHC Run-2 - e.g. Critical, Standard, Legacy to be able to give a some more "metrics" on the s/w effort distribution and needs.

does this help? I am happy to add more as useful

Dates

Due:	2014/09/25
Created:	2014/07/07 12:45 PM
Updated:	2015/04/01 2:51 PM
Resolved:	2015/04/01 2:51 PM






Agile

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Some statistics

- Total Created (Oct 2011) = 61
- Total Created in the last year (Apr 2014) = 11
- Total Updated in the last year (Apr 2014) = 20

Status Summary

Status	Issues	Percentage
Scheduled	3	 5%
Delivered	34	 56%
Cancelled	3	 5%
Accepted	3	 5%
Rejected	18	 30%

Themes and Categories of requests

- Address operational requests
 - Req 66 – Test OSG services for increased scale of LHC Run 2
 - Req 68 – Add support for the Auger CVMFS repository
- Enhance existing services
 - Req 64 – OASIS support of distributed repos
 - Req 62 – Add extra features to GUMS
 - Req 65 – Websites to renew certs don't work with expired certs in the browser
- Request new capabilities
 - Req 58 – xrootd service for CMS and Atlas
 - Req 63 – Auxiliary file transfers
 - Req 61 – Tier-based provisioning
 - Req 70 – Support for GPU resources

Issues ?

- Requests tend to stay opened for a long time (1-2 years)
 - Do we communicate progress well enough to stakeholders?
- Many requests opened at the same time (average 16)
 - Are we paying enough attention to them?

Average Resolution Time

Data Table

Period	Issues Resolved	Total Resolution Time	Avg. Resolution Time
May 2014	0	0	0
June 2014	3	1885	628
July 2014	0	0	0
August 2014	0	0	0
September 2014	0	0	0
October 2014	2	255	127
November 2014	0	0	0
December 2014	0	0	0
January 2015	0	0	0
February 2015	5	2996	599
March 2015	0	0	0
April 2015	5	2334	466
May 2015	0	0	0

(Note: all times represent number days before resolution)

Average Age

Data Table

Period	Issues Unresolved	Total Age	Avg. Age
May 2014	14	7255	518
June 2014	15	7679	511
July 2014	12	6166	513
August 2014	18	6838	379
September 2014	18	7378	409
October 2014	18	7875	437
November 2014	16	8101	506
December 2014	16	8597	537
January 2015	16	9093	568
February 2015	16	9496	593
March 2015	11	6840	621
April 2015	11	7037	639
May 2015	6	4784	797

(Note: all times represent number days the issues have been unresolved for)