

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.

Review Tracking

- 06/10/10 - v0.6 ready for review (ODT)
- 08/10/10 - v0.6 sent to A. Aimar, M. Riedel, PEB for review; deadline 18/10
- 18/10/10 - M. Riedel review comments received
- 20/10/10 - v0.7 addressing comments by M. Riedel and M. Romberg (ODT, PDF)
- Reminder sent to SA2
- 18/11/10 - M. Alandes/SA2 sent review
- 19/11/10 - J. Cernak/SA2 sent review
- Updated version taking review comments into account expected 26/11
- 28/11/10 - v0.8 available addressing SA2 comments (v0.7 already addressed JRA1 comments)
- Pending SA2, JRA1 approval of v0.8; deadline 03/12
- 03/12/10 - M. Alandes accepted v0.8
- 03/12/10 - M. Riedel accepted v0.8
- 06/12/10 - J. Cernak has not accepted v0.8 as not all recommendations have been taken into account; Pending clarification with author
- 07/12/10 - PO requested SA1 and SA2 (reviewer) to clarify: timeline applicability, how EMI manages user support apart from GGUS, inclusion of support policies
- 17/12/10 - Reminder sent to J. Cernak
- 27/01/11 - v0.9 approved by SA2
- PO to finalise DSA11, upload in CDS and submit to EC
- Final pdf uploaded to CDS [↗](#)
- Revised v1.1 following 1st year review recommendations: Final pdf uploaded to CDS [↗](#)

Reviewers

- M. Alandes, J. Cernak (SA2, CERN) review form
- M. Riedel (JRA1, JUELICH) review form

-- FrancescoGiacomini - 22-Jul-2010

This topic: EMI > DeliverableDSA11

Topic revision: r24 - 2012-02-06 - unknown



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