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EMI Key Performance Indicators

Legend:
T - Too early to measure, e.g. EMI release not yet available
U - Unavailable. This may be due to a number of technical issues eg no agreement yet on the schema/model to use, tool unavailability

Metrics collection started in Q2.

Year 1

NA1▶ NA1▼

Code/KPI	WP	Description	Methodology	Estimated Targets	Q1	Q2	Q3	Q4	P1 status
KNA1.1 Cost efficiency	NA1	A measure of the cost of providing software maintenance and support services in EMI	Unit cost of effort for kSLOC of change or addition to the software base	Should decrease compared to the initial baseline of running ARC, gLite and UNICORE as separate projects					The overall effort consumption to perform technical activities in EMI (SA1+SA2+JRA1) is 64 FTE compared to the estimated 93 consumed by previous projects together for equivalent activities. In terms of cost the software and services have been provided for a total costs of about 6 M€ compared to the estimated 12.8 M€ of the previous projects combined. Since no degradation of service has been reported and all technical objectives have been largely achieved, we consider that EMI has managed to increase the efficiency of the software engineering activities by 30%. The measurement is rather empirical and the effect has not been uniform across all partners and has been measured over a limited period of time, therefore it must be further validated in the coming years

									before we can state whether this is a sustainable trend.
KNA1.2 MoUs with commercial companies	NA1	The number of formal collaborations with commercial companies is support to the EMI sustainability and exploitation plans	Periodic reports	Year 1: 3 Year 2: 3 Year 3: 3			1 (in preparation)	1	

NA2▶ NA2▼

Code/KPI	WP	Description	Methodology	Estimated Targets	Q1	Q2	Q3	Q4	P1 status
KNA2.1 Number and quality of events organised	NA2	Number of events organized or coorganized by EMI	Follow-up metrics by means of real time online polls and other tools.	2 per year		0	0	1	1
KNA2.2 Number and quality of published material	NA2	Journal papers or articles and presentations at relevant conferences produced from EMI research activities	Periodic reports	4 per year	3	11	1	2	17 (11 paper)
KNA2.3 Number and quality of training events	NA2	Number of training events organized by EMI and number of trained people	Follow-up metrics by means of real time online polls and other tools.	4 per year		1	0	3	4
KNA2.4 Number of EMI products included in standard repositories, Linux distributions, etc	NA2	This is the number of EMI packages that become part of standard OS distributions like Fedora or Ubuntu	Periodic reports	80% of the client components, selected services based on requirements		T	T	T	-

SA1▶ SA1▼

Code/KPI	WP	Description	Methodology	Estimated Targets	Q1	Q2	Q3	Q4	P1 status
KSA1.1 Number of incidents	SA1	Number and trends of incidents registered by the Service Desk (in total and per category)	GGUS report or query	The trend should follow a standard Rayleigh curve	U	82 graph	115 graph	111 graph	graph
KSA1.2 Incident Resolution	SA1	Average time for resolving an incident by the	GGUS report or query	Within the SLA specifications	Avg:190 days Med:136	Avg:40 days Med:37	Avg:55 days Med:25	Avg:52 days Med:36	Avg:70 days Med:

Time		3rd-level support (possibly per category)				graph	graph	graph	31 graph
KSA1.3 Number of Problems	SA1	Number and trends of problems (defects) submitted in the Defect Tracker(s) (in total and per category) as absolute value and as density over kSLOC	Defect Tracker report or query	The trend should follow a standard Rayleigh curve		U	U	U	graph
KSA1.4 Number of Urgent Changes	SA1	Number of changes (defects or enhancements) with priority Immediate	Defect Tracker report or query	A precise target cannot be estimated, but too frequent Immediate changes are symptom of poor Quality Control. It is tentatively set at < 1 per month		U	U	U	-
KSA1.5 Change Application Time	SA1	Average time, from incident submission to release, for applying a change (possibly per category and priority)	Tracker report or query	Within SLA specifications		U	U	U	-
KSA1.6 Number of Releases	SA1	Number of releases grouped into Major, Minor, Revision and Emergency	Periodic report by the Release Manager	According to Release Plan		T	T	1	1
KSA1.7 Number of Release Rollbacks	SA1	Number of releases which had to be reversed (rolledback)	Periodic report by the Release Manager	< 4 releases per year		T	T	T	-

SA2▶ SA2▼

Code/KPI	WP	Description	Methodology	Estimated Targets	Q1	Q2	Q3	Q4	P1 status
	SA2			99%	-	-	-	-	-

KSA2.1 - Services Reliability		% uptime dependent only on the SA2 services	Participating sites monitoring tools					
KSA2.1.1 - ETICS				99%	100%	98%	100%	99.2%
KSA2.1.2 - CERN Testbed				99%	99.5% (21 hosts)	100%	100%	100%
KSA2.1.3 - KOSICE Testbed				99%	100% (9 hosts)	100%	99%	100%
KSA2.1.4 - INFN Testbed				99%	100% (8 hosts)	100%	99%	100%
KSA2.1.5 - JUELICH Testbed				99%	100% (4 hosts)	100%	99%	100%
KSA2.1.6 - CESNET testbed				99%	100% (1 host)	100%	100%	100%
KSA2.2 - Services Availability	SA2	Total % uptime including the underlying suppliers	Participating sites monitoring tools	97%	-	-	-	-
KSA2.2.1 - ETICS				97%	99.7% (21 hosts)	96%	99%	98%
KSA2.2.2 - CERN Testbed				97%	99.5% (9 hosts)	97%	100%	99%
KSA2.2.3 - KOSICE Testbed				97%	90% (9 hosts)	100%	99%	96%
KSA2.2.4 - INFN Testbed				97%	100% (8 hosts)	100%	99%	100%
KSA2.2.5 - JUELICH Testbed				97%	100% (4 hosts)	99%	99%	99%
KSA2.2.6 - CESNET Testbed				97%	100% (1 hosts)	100%	100%	100%
KSA2.3 - Distributed Testbed Size	SA2	Number of CPUs available for distributed testing through collaborations with external providers	Participating sites monitoring tools 1 CPU = 1 Virtual Machine	Year 1: 50 CPUs Year 2: 200 CPUs Year 3: 500 CPUs	70	60	60	73
KSA2.4 - Number of key process	SA2	A process assessment is a periodic exercise	Periodic reports	One per year for the major processes	T	T	T	-

assessments		to evaluate the efficiency of a process and identify weaknesses and areas for improvements		(Release, Change, Problem), results to be reported in the QA report to be submitted at the end of every year.				
KSA2.5 - Number of weaknesses detected and addressed: related to the assessment	SA2	A measure of how many of the weaknesses identified in the periodic assessments are addressed and their impact on the process efficiency	Periodic reports	One per year for the major processes (Release, Change, Problem), results to be reported in the QA report to be submitted at the end of every year for the preceding year assessment.	T	T	T	-
KSA2.6 - Number of Support Requests	SA2	Number of user request/tickets per quarter for the SA2 services	GGUS report or query, internal support tracker	Within QA Plan and agreed Operational level Agreements with the other WPs	-	-	-	-	-
KSA2.6.1 - ETICS					39	27	75	47
KSA2.6.2 - EMI Testbed					T	8	22	15
KSA2.7 - Average Support Response Time	SA2	Average time to respond to a request/ticket: time to the first reply to the user	GGUS report or query, internal support tracker	Within QA Plan and agreed Operational level Agreements with the other WPs	-	-	-	-	-
KSA2.7.1 - ETICS					7.7 working hours 71.7 in Aug	5.2 working hours	5.9 working hours	6.3
KSA2.7.2 - EMI Testbed					U	6 working hours	4.3 working hours	5.2
KSA2.8 - Average Support Request Life Time	SA2	Average life time of a request/ticket: time from start to end of a ticket (to	GGUS report or query, internal support tracker	Within QA Plan and agreed Operational level Agreements	-	-	-	-	-

	see time needed to close the tickets, categorized by tickets types)			with the other WPs				
KSA2.8.1 - ETICS					16.7 working hours 145.7 in Aug	10/.8 working hours	37.6 working hours	21.2
KSA2.8.2 - EMI Testbed					U	11.2 working hours	29.5 working hours	20.4

JRA1▶ JRA1▼

Code/KPI	WP	Description	Methodology	Estimated Targets	Q1	Q2	Q3	Q4	P1 statu
KJRA1.1 Number of Adopted Open Standard Interfaces	JRA1	This metric provides a measurable indicator whether the EMI product suite continuously adopts (emerging) open standards thus achieving an increasing standardcompliance throughout the delivered products. It will thus indicate the adoption rate of the EMI product suite	In general this metric should have one overall numeric value that increases during the course of the project for each standard of an EMI product. Each standardbased interface per product will be summarized enabling the thoroughly evaluation of the number of adoption of open standards for the whole EMI project in general and for each product in particular.	Estimated targets will be defined in a matrix notation along with the standardization roadmap and its updates		43 matrix	47 matrix		
KJRA1.2 Number of Interoperable Interface Usage	JRA1	This metric provides a measurable indicator whether the EMI product suite itself can benefit from the adoption of open standards by using interoperable interfaces of products with	In general this metric should have an indicator as one general numeric value that increases during the course of the project. For each of the standard-based	Estimated targets will be defined in a matrix notation along with the standardization roadmap and its updates		15 matrix	19 matrix		

	dedicated other standard-based technologies. It will thus indicate the standard usage within the EMI product suite in general and measure the interoperable interface usage in particular.		interfaces in the EMI product suite each use of this interface should increment the value per technology. This illustrates the number of interoperable interface usage. Over time, it is expected that the number grows with the number of adopted standards. The setup of this KPI will be a matrix that defines the amount of interface usages between the different EMI products. The initial target of the KPI in the matrix will be precisely defined for each relevant open standard interface per used product as part of the 'Standardization Roadmap Document'						
KJRA1.3 Number of reduced lines of code	JRA1	This metric provides a measurable indicator whether the EMI product suite can reduce its overall lines of codes in order to reduce its maintenance efforts. The aim of this measure is twofold. First, it proves that the actual lines of codes that have to be maintained are	This metric can be actually retrieved via the ETICS build and test system and its AQCM plug-in, which in turn is able to provide the Source Lines of Code (SLOC) value for each product of the EMI product suite. It is	> 33% (1/3) reduction over the three-year activity. The reduction can be consequence of removing components or replacing them with commercial or community alternatives	3382920 EMI 0 SLOCS			3327721 EMI 1 SLOCS	356383 EMI 1 SLOCS

Code/KPI	WP	Description	Methodology							
		actually reduced during the course of the project. Second, it indicates code reuse and the harmonization of products that includes avoiding duplicate developments where possible when comparing one product to another one with the same functionality (i.e. slightly increasing SLOC vs. significantly reduced SLOCs).	expected that the sum of all SLOCs will be decreasing over the period of the project runtime even when new developments are foreseen that in turn again aim to reduce duplicate functionalities and thus the overall number of SLOCs. The current situation of this KPI in terms of SLOCs per product will be initially defined starting with the beginning of the project and finalized once all product teams have been defined and their products are available within ETICS.							
KJRA1.4 Number of reduced released products	JRA1	This metric provides a measurable indicator whether the EMI product suite is decreasing the overall maintenance in terms of the amount of supported products while keeping the same functionality or reuse functionality provided by other vendors or technology providers.	This metric is a numeric value that indicates the number of different products within an EMI product release. It is expected that this value is decreasing during the course of the project.	>= 2 products per year in average over three years		T	T	58	58	

Year 2

Code/KPI	WP	Description	Methodology		Q5	Q6	Q7	Q8	P2 st

				Estimated Targets					
KNA1.1 Cost efficiency	NA1	A measure of the cost of providing software maintenance and support services in EMI	Unit cost of effort for kSLOC of change or addition to the software base	Should decrease compared to the initial baseline of running ARC, gLite and UNICORE as separate projects	calculated yearly (P2)	calculated yearly (P2)	calculated yearly (P2)	calculated yearly (P2)	The effic the F stack calcu comp actua effor valu pred the s COC mod figur EMI SLO (-20 comp EMI Effo (EM (CO Cost (EM (CO The figur close COC figur EMI is a g indic impr in th appl softw engi proc
KNA1.2 MoUs with commercial companies	NA1	The number of formal collaborations with commercial companies is support to the EMI sustainability and exploitation plans	Periodic reports	Year 1: 3 Year 2: 3 Year 3: 3	1 (in preparation)	1 (in preparation)	1 (in preparation)	1 (in preparation)	Duri MoU signe How close colla with has a num partn ente spec colla

									An EMI MoU unde prep

NA2▸ NA2▾

Code/KPI	WP	Description	Methodology	Estimated Targets	Q5	Q6	Q7	Q8	P2 status
KNA2.1 Number and quality of events organised	NA2	Number of events organized or coorganized by EMI	Follow-up metrics by means of real time online polls and other tools.	2 per year	0	0	0	1	1
KNA2.2 Number and quality of published material	NA2	Journal papers or articles and presentations at relevant conferences produced from EMI research activities	Periodic reports	4 per year	7	25	4	27 (1)	63 (1)
KNA2.3 Number and quality of training events	NA2	Number of training events organized by EMI and number of trained people	Follow-up metrics by means of real time online polls and other tools.	4 per year	1	2	2	2	7

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NA3▸ NA3▾

Code/KPI	WP	Description	Methodology	Estimated Targets	Q5	Q6	Q7	Q8	P2 status
KNA3.1 Number of EMI products included in standard repositories, Linux distributions, etc.	NA3	This is the number of EMI packages that become part of standard OS distributions like Fedora or Ubuntu	Periodic reports	80% of the client components, selected services based on requirements	-	-	-	-	-
KNA3.2 New Contacts	NA3	This is the number of new contacts that have been evaluated to be a user community or open source foundation contributor	Each contact we interact with will be listed, interviewed, documented, and evaluated	At least 100 at the end of the project	-	5	20	30	30
KNA3.3 Open Standard Specification Contributions	NA3	This is the number of open standard contributions to specific specifications	Number of specifications with substantial EMI input are counted	At least 3 at the end of the project	-	-	(2)	(3)	(3)
KNA3.4 EMI Use Cases	NA3	This is the number of documented use cases that rely on EMI Products	Number of use cases that relies on one or more EMI products will be documented and counted	At least 20 at the end of the project	-	1	2	4	4

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SA1▸ SA1▾

Code/KPI	WP	Description	Methodology	Estimated Targets	Q5	Q6	Q7	Q8	P2 status
KSA1.1 Number of incidents	SA1	Number and trends of incidents registered by the Service Desk (in total and per category)	GGUS report or query	The trend should follow a standard Rayleigh curve	172 graph	114 graph	172 graph	134 graph	626 graph
KSA1.2 Incident Resolution Time	SA1	Average time for resolving an incident by the 3rd-level support (possibly per category)	GGUS report or query	Within the SLA specifications	Avg:57.6 days Med:53.5 graph	Avg:65.4 days Med:60.2 graph	Avg:110.1 days Med: 104.5 days graph	Avg: 94.8 days Med: 87.8 days graph	Avg: 84.08 days Med: N/A days graph
KSA1.3 Number of Problems	SA1	Number and trends of problems (defects) submitted in the Defect Tracker(s) (in total and per category) as absolute value and as density over kSLOC	Defect Tracker report or query	The trend should follow a standard Rayleigh curve	387 graph	385 graph	185 graph	229 graph	1383 graph
KSA1.4 Number of Urgent Changes	SA1	Number of changes (defects or enhancements) with priority Immediate	Defect Tracker report or query	A precise target cannot be estimated, but too frequent Immediate changes are symptom of poor Quality Control. It is tentatively set at < 1 per month	5 graph	5 graph	5 graph	1 graph	29 graph
KSA1.5 Change Application Time	SA1	Average time, from incident submission to release, for applying a change (possibly per category and priority)	Tracker report or query	Within SLA specifications	U	graph	graph	graph	graph
KSA1.6 Number of Releases	SA1	Number of releases grouped into	Periodic report by the Release	According to Release Plan	graph	graph	graph	graph	graph

Code/KPI	WP	Description	Methodology	Estimated Targets	Q5	Q6	Q7	Q8	P2 status
		Major, Minor, Revision and Emergency	Manager						
KSA1.7 Number of Release Rollbacks	SA1	Number of releases which had to be reversed (rolledback)	Periodic report by the Release Manager	< 4 releases per year	0	0	0	0	0

SA2▶ SA2▼

Code/KPI	WP	Description	Methodology	Estimated Targets	Q5	Q6	Q7	Q8	P2 status
KSA2.1 - Services Reliability	SA2	% uptime dependent only on the SA2 services	Participating sites monitoring tools	99%					
KSA2.1.1 - ETICS				99%	98.7%	96.9%	97.3%	98.1%	97.75%
KSA2.1.2 - CERN Testbed				99%	99.8%	100.0%	100.0%	99.8%	99.9%
KSA2.1.3 - KOSICE Testbed				99%	97.0%	100%	100.0%	100.0%	99.2%
KSA2.1.4 - INFN Testbed				99%	99.3%	100.0%	100.%	100.0%	99.8%
KSA2.1.5 - JUELICH Testbed				99%	100.0%	100.0%	100.0%	100.0%	100.0%
KSA2.1.6 - CESNET testbed				99%	100.0%	96.5%	99.9%	99.8%	99.0%
KSA2.2 - Services Availability	SA2	Total % uptime including the underlying suppliers	Participating sites monitoring tools	97%					
KSA2.2.1 - ETICS				97%	98.0 %	95.8%	96.8%	97.9%	97.1%
KSA2.2.2 - CERN Testbed				97%	99.8%	96.0%	98.8%	99.2%	98.4%
KSA2.2.3 - KOSICE Testbed				97%	97.0%	100%	99.9%	100.0%	99.2%
KSA2.2.4 - INFN Testbed				97%	99.3%	96.7%	98.6%	99.2%	98.45
KSA2.2.5 - JUELICH Testbed				97%	100.0%	99.5%	100.0%	100%	100%
KSA2.2.6 - CESNET				97%	100.0%	100.%	99.6%	99.0%	99.7%

Testbed									
KSA2.3 - Distributed Testbed Size	SA2	Number of CPUs available for distributed testing through collaborations with external providers	Participating sites monitoring tools 1 CPU = 1 Virtual Machine	Year 1: 50 CPUs Year 2: 200 CPUs Year 3: 500 CPUs	97	112	154	204	204
KSA2.4 - Number of key process assessments	SA2	A process assessment is a periodic exercise to evaluate the efficiency of a process and identify weaknesses and areas for improvements	Periodic reports	One per year for the major processes (Release, Change, Problem), results to be reported in the QA report to be submitted at the end of every year.	N/A	4 QA processes assessed: release, change, packaging, testing			
KSA2.5 - Number of weaknesses detected and addressed: related to the assessment	SA2	A measure of how many of the weaknesses identified in the periodic assessments are addressed and their impact on the process efficiency	Periodic reports	One per year for the major processes (Release, Change, Problem), results to be reported in the QA report to be submitted at the end of every year for the preceding year assessment.	N/A	- Separation of the QA and QC activities - 2 major weaknesses identified and corrected: multi-platform support and EPEL/Lintian compliance			
KSA2.6 - Number of Support Requests	SA2	Number of user request/tickets per quarter for the SA2 services	GGUS report or query, internal support tracker	Within QA Plan and agreed Operational level Agreements with the other WPs	(in Working Hours)				
KSA2.6.1 - ETICS					33	36	47	46	162
KSA2.6.2 - EMI Testbed					14	8	11	5	38
KSA2.7 - Average Support Response Time	SA2	Average time to respond to a request/ticket: time to the first reply to the user	GGUS report or query, internal support tracker	Within QA Plan and agreed Operational level Agreements with the other					

				WPs					
KSA2.7.1 - ETICS					3.22	2.45	0.94	0.73	1.68
KSA2.7.2 - EMI Testbed					8.09	2.65	1.08	4.71	1.30	5.07
KSA2.8 - Average Support Request Life Time	SA2	Average life time of a request/ticket: time from start to end of a ticket (to see time needed to close the tickets, categorized by tickets types)	GGUS report or query, internal support tracker	Within QA Plan and agreed Operational level Agreements with the other WPs	(in Working Hours)				
KSA2.8.1 - ETICS					96.29	133.02	84.20	57.45	89.97
KSA2.8.2 - EMI Testbed					45.55	46.58	18.55	39.54	37.16

JRA1▶ JRA1▼

Code/KPI	WP	Description	Methodology	Estimated Targets	Q5	Q6	Q7	Q8	P2 status
KJRA1.1 Number of EMI service interfaces and libraries passing standard compliance tests	JRA1	The metric measures how many EMI service interfaces and libraries are successfully tested for standard compliance. Standard compliance is defined broadly and also includes compliance with EMI internal agreements.	The number is taken by checking the available test reports generated during the quarter by the Product Teams.	JRA1 aims to increase the number of successfull tests at least by two per reporting quarter.			1	1	1
KJRA1.2 Number of passed inter-product tests	JRA1	The metrics shows how EMI products can be used together by passing inter-product tests based on real-life use case scenarios.	The number should be taken from the available test reports produced during the quarter. Each passed test should be assigned to a numeric value corresponding to the number of products involved in the test. The metric itself is the sum of the assigned test numbers.	JRA1 aims to increase the metrics value at least by four per reporting quarter			0	13	13
KJRA1.3 Number of EMI products implementing EMI agreements	JRA1	This metrics shows how the EMI harmonization is progressing by measuring the	The number of ongoing or completed development tasks of the EMI development tracker targeting EMI	Based on the currently known agreements, approximately 20 by the end of			16	16	16

		commitment and actual work to implement EMI agreements.	agreement implementation will be counted.	the project.					

Year 3

NA1 NA1

Code/KPI	WP	Description	Methodology	Estimated Targets	Q9	Q10	Q11	Q12	P3 status
KNA1.1 Cost efficiency	NA1	A measure of the cost of providing software maintenance and support services in EMI	Unit cost of effort for kSLOC of change or addition to the software base	Should decrease compared to the initial baseline of running ARC, gLite and UNICORE as separate projects	calculated yearly (P3)	calculated yearly (P3)	calculated yearly (P3)	calculated yearly (P3)	
KNA1.2 MoUs with commercial companies	NA1	The number of formal collaborations with commercial companies is support to the EMI sustainability and exploitation plans	Periodic reports	Year 1: 3 Year 2: 3 Year 3: 3					

NA2 NA2

Code/KPI	WP	Description	Methodology	Estimated Targets	Q9	Q10	Q11	Q12	P3 status
KNA2.1 Number and quality of events organised	NA2	Number of events organized or coorganized by EMI	Follow-up metrics by means of real time online polls and other tools.	2 per year	0	0	2	4	
KNA2.2 Number and quality of published material	NA2	Journal papers or articles and presentations at relevant conferences produced from EMI research activities	Periodic reports	4 per year	16	27	8	26	
KNA2.3 Number and quality of training events	NA2	Number of training events organized by EMI and number of trained people	Follow-up metrics by means of real time online polls and other tools.	4 per year	1	2	2	2	

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NA3► NA3▼

Code/KPI	WP	Description	Methodology	Estimated Targets	Q9	Q10	Q11	Q12	P3 status
KNA3.1 Number of EMI products included in standard repositories, Linux distributions, etc.	NA3	This is the number of EMI packages that become part of standard OS distributions like Fedora or Ubuntu	Periodic reports	80% of the client components, selected services based on requirements	-	-	-	-	
KNA3.2 New Contacts	NA3	This is the number of new contacts that have been evaluated to be a user community or open source foundation contributor	Each contact we interact with will be listed, interviewed, documented, and evaluated	At least 100 at the end of the project	50	70	90	105	
KNA3.3 Open Standard Specification Contributions	NA3	This is the number of open standard contributions to specific specifications	Number of specifications with substantial EMI input are counted	At least 3 at the end of the project	2	3	3	3	
KNA3.4 EMI Use Cases	NA3	This is the number of documented use cases that rely on EMI Products	Number of use cases that relies on one or more EMI products will be documented and counted	At least 20 at the end of the project	10	15	18	22	

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SA1► SA1▼

Code/KPI	WP	Description	Methodology	Estimated Targets	Q9	Q10	Q11	Q12	P3 status
KSA1.1 Number of incidents	SA1	Number and trends of incidents registered by the Service Desk (in total and per category)	GGUS report or query	The trend should follow a standard Rayleigh curve	93	99	125	109	426
KSA1.2 Incident Resolution Time	SA1	Average time for resolving an incident by the 3rd-level support (possibly per category)	GGUS report or query	Within the SLA specifications	82.87	75.97	66.39	86.1	78.27
KSA1.3 Number of Problems	SA1	Number and trends of problems (defects) submitted in the Defect Tracker(s) (in total and per category) as absolute value and as density over kSLOC	Defect Tracker report or query	The trend should follow a standard Rayleigh curve	239	223	205	191	858

KSA1.4 Number of Urgent Changes	SA1	Number of changes (defects or enhancements) with priority Immediate	Defect Tracker report or query	A precise target cannot be estimated, but too frequent Immediate changes are symptom of poor Quality Control. It is tentatively set at < 1 per month	2	2	2	2	8
KSA1.5 Change Application Time	SA1	Average time, from incident submission to release, for applying a change (possibly per category and priority)	Tracker report or query	Within SLA specifications	189.2	191.7	213.3	134.7	180.68
KSA1.6 Number of Releases	SA1	Number of releases grouped into Major, Minor, Revision and Emergency	Periodic report by the Release Manager	According to Release Plan	10	32	29	111	182
KSA1.7 Number of Release Rollbacks	SA1	Number of releases which had to be reversed (rolledback)	Periodic report by the Release Manager	< 4 releases per year	0	0	0	0	0

SA2► SA2▼

Code/KPI	WP	Description	Methodology	Estimated Targets	Q9	Q10	Q11	Q12	P3
KSA2.1 - Services Reliability	SA2	% uptime dependent only on the SA2 services	Participating sites monitoring tools	99%					
KSA2.1.1 - ETICS				99%	99.8%	99.3%	99.3%	99.5%	99.5%
KSA2.1.2 - CERN Testbed				99%	100%	100%	100%	100%	100%
KSA2.1.3 - KOSICE Testbed				99%	99.8%	100%	100%	100%	100%
KSA2.1.4 - INFN Testbed				99%	100%	100%	100%	100%	100%
KSA2.1.5 - JUELICH Testbed				99%	100%	100%	100%	100%	100%
KSA2.1.6 - CESNET testbed				99%	100%	100%	100%	100%	100%
KSA2.1.6 - DESY testbed				99%	100%	100%	100%	100%	100%
KSA2.2 - Services Availability	SA2	Total % uptime including the underlying	Participating sites monitoring	97%					

		suppliers	tools						
KSA2.2.1 - ETICS				97%	98.4%	99.2%	99.2%	99.1%	99.2%
KSA2.2.2 - CERN Testbed				97%	100%	100%	99.8%	99.5%	99.8%
KSA2.2.3 - KOSICE Testbed				97%	99.8%	100%	100%	99.7%	99.9%
KSA2.2.4 - INFN Testbed				97%	100%	100%	100%	99.7%	99.9%
KSA2.2.5 - JUELICH Testbed				97%	97.8%	99.9%	99.9%	99.3%	99.2%
KSA2.2.6 - CESNET Testbed				97%	100%	99.9%	98.9%	100%	99.7%
KSA2.2.7 - DESY Testbed				97%	99.4%	100%	99.7%	100%	99.8%
KSA2.3 - Distributed Testbed Size	SA2	Number of CPUs available for distributed testing through collaborations with external providers	Participating sites monitoring tools 1 CPU = 1 Virtual Machine	Year 1: 50 CPUs Year 2: 200 CPUs Year 3: 500 CPUs	204	225	241	245	
KSA2.4 - Number of key process assessments	SA2	A process assessment is a periodic exercise to evaluate the efficiency of a process and identify weaknesses and areas for improvements	Periodic reports	One per year for the major processes (Release, Change, Problem), results to be reported in the QA report to be submitted at the end of every year.					
KSA2.5 - Number of weaknesses detected and addressed: related to the assessment	SA2	A measure of how many of the weaknesses identified in the periodic assessments are addressed and their impact on the process efficiency	Periodic reports	One per year for the major processes (Release, Change, Problem), results to be reported in the QA report to be submitted at the end of every year for the preceding year assessment.					
KSA2.6 - Number of Support Requests	SA2	Number of user request/tickets per quarter for the SA2 services	GGUS report or query, internal support tracker	Within QA Plan and agreed Operational level Agreements with the other WPs	(number of tickets)				
KSA2.6.1 -					20	9	19	8	

ETICS									
KSA2.6.2 - EMI Testbed					5	(now fully integrated in release process)			
KSA2.7 - Average Support Response Time	SA2	Average time to respond to a request/ticket: time to the first reply to the user	GGUS report or query, internal support tracker	Within QA Plan and agreed Operational level Agreements with the other WPs	(in Working Hours)				
KSA2.7.1 - ETICS					0.70	0.87	1.31	1.02	
KSA2.7.2 - EMI Testbed					4.49	(now fully integrated in release process)			
KSA2.8 - Average Support Request Life Time	SA2	Average life time of a request/ticket: time from start to end of a ticket (to see time needed to close the tickets, categorized by tickets types)	GGUS report or query, internal support tracker	Within QA Plan and agreed Operational level Agreements with the other WPs	(in Working Hours)				
KSA2.8.1 - ETICS					41.65	29.89	119.88	7.92	
KSA2.8.2 - EMI Testbed					12.26	(now fully integrated in release process)			

JRA1▶ JRA1▼

Code/KPI	WP	Description	Methodology	Estimated Targets	Q9	Q10	Q11	Q12	P3 status
KJRA1.1 Number of EMI service interfaces and libraries passing standard compliance tests	JRA1	The metric measures how many EMI service interfaces and libraries are successfully tested for standard compliance. Standard compliance is defined broadly and also includes compliance with EMI internal agreements.	The number is taken by checking the available test reports generated during the quarter by the Product Teams.	JRA1 aims to increase the number of successfull tests at least by two per reporting quarter.	1	1	18	25	25
KJRA1.2 Number of passed inter-product tests	JRA1	The metrics shows how EMI products can be used together by passing inter-product tests based on real-life use case scenarios.	The number should be taken from the available test reports produced during the quarter. Each passed test should be assigned to a numeric value corresponding	JRA1 aims to increase the metrics value at least by four per reporting quarter	13	13	65	75	75

			to the number of products involved in the test. The metric itself is the sum of the assigned test numbers.						
KJRA1.3 Number of EMI products implementing EMI agreements	JRA1	This metrics shows how the EMI harmonization is progressing by measuring the commitment and actual work to implement EMI agreements.	The number of ongoing or completed development tasks of the EMI development tracker targeting EMI agreement implementation will be counted.	Based on the currently known agreements, approximately 20 by the end of the project.	16	16	16	21	21

This topic: EMI > EmiKPIs
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