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Deliverable Review Form

Identification of the deliverable or milestone	
Project: EMI	Deliverable or milestone identifier: D1.2.3
Title: DNA1.2.3 Service Level Agreement Template	Doc. identifier: EMI-DNA1.2.3-1277522-SLA_Template-Rev.2
Author(s): Alberto Di Meglio	Due date: 30/04/12

Identification of the reviewer		
Name: Andrea Ceccanti	Affiliation: INFN	EMI Activity/External project or Institute: SA1

Review date	14/05/2012
Author(s) revision date	15/05/2012
Reviewer acceptance date	16/05/2012

Attach the reviewed document to the deliverable page, put here a link

General comments

The number of closed tickets is not meaningful to calculate the SLA violations, since the SLA metrics of "Response time" applies to the time the ticket is taken in charge by EMI. Also the open acknowledge tickets must be considered in the calculations.

Fixed as suggested
-- AlbertoDiMeglio - 15-May-2012

Additional recommendations (not affecting the document content, e.g. recommendation for future work)

Detailed comments on the content

Note 1: The reviewers must list here any observation they want to track explicitly and that require interaction with the authors

Alternatively all changes must be listed in the document itself using Word change tracking features (if you use Word)

Note 2: These comments have to be explicitly addressed by the authors and the action taken must be clearly described

N°	Page	Section	Observations and Replies	Is Addressed?
1	xx	x.y	Sequence of comments and replies separated by twiki signature and date	
2				
3				
4				

Any other modification, spelling or grammatical corrections, etc must be done directly in the document using tracked changes or similar mechanisms that allows the authors to identify which correction is suggested.

-- AlbertoDiMeglio - 03-May-2012

This topic: EMI > ReviewDNA123AC
Topic revision: r2 - 2012-05-16 - AlbertoDiMeglio



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