

-- JamieShiers - 20 Feb 2008

Tier0 Targets

Time Interval	Issue	Target
End 2008	Consistent use of all WLCG Service Standards	100%
30'	Operator response to alarm / call to +41227675011 / mail to VO grid alarm mailing list	99%
1 hour	Operator response to alarm / call to +41227675011 / mail to VO grid alarm mailing list	100%
4 hours	Expert intervention in response to above	95%
8 hours	Problem resolved	90%
24 hours	Problem resolved	99%

VO	Mailing list	Members
ALICE	alice-grid-alarm@cernNOSPAMPLEASE.ch	
ATLAS	atlas-grid-alarm@cernNOSPAMPLEASE.ch	K.Bos, S.Campana, M.Branco and A.Nairz
CMS	cms-operator-alarm@cernNOSPAMPLEASE.ch	
LHCb	lhcb-operator-alarm@cernNOSPAMPLEASE.ch	

Tier1 Targets

Time Interval	Issue	Target
1 working day	All MoU Problems	95%

Tier2 Targets

Time Interval	Issue	Target
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| 1 working day | All MoU Problems | 90% |

This topic: LCG > CriticalServiceTargets
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