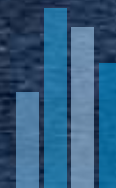


FSE – SLA reports

Bo Guldager Clausen



FSE – SLA reports

- Background for the reports
 - disagreement on capacity provided by IT to researchers
 - The "system" has always poor performance
 - There was no common information about the health of the "system"
- Proactive intervention if reports show any problems

SLA definitions

- SLA goals on the main servers
 - SAS, STATA, SPSS
- SLA on performance counters
 - CPU, 85% of all
 - Available memory
 - Available diskspace on workspaces
 - Disk queue length on SAS workspace
 - Runtime for predefined standard job

- SLA OK 😊
- SLA not OK 😞
- SLA not OK, but no effect on endusers 😞

Demonstration

- Data collected by management application
- Report generated manually ☹️
- Presentation of sample report december 2015