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XSEDE

Extreme Science and Engineering
Discovery Environment

XSEDE Operations

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Operations Mission

The mission of XSEDE Operations is to install, connect, maintain, secure, and evolve an integrated cyberinfrastructure that incorporates a wide range of digital capabilities to support national scientific, engineering, and scholarly research efforts.



Ops KPIs

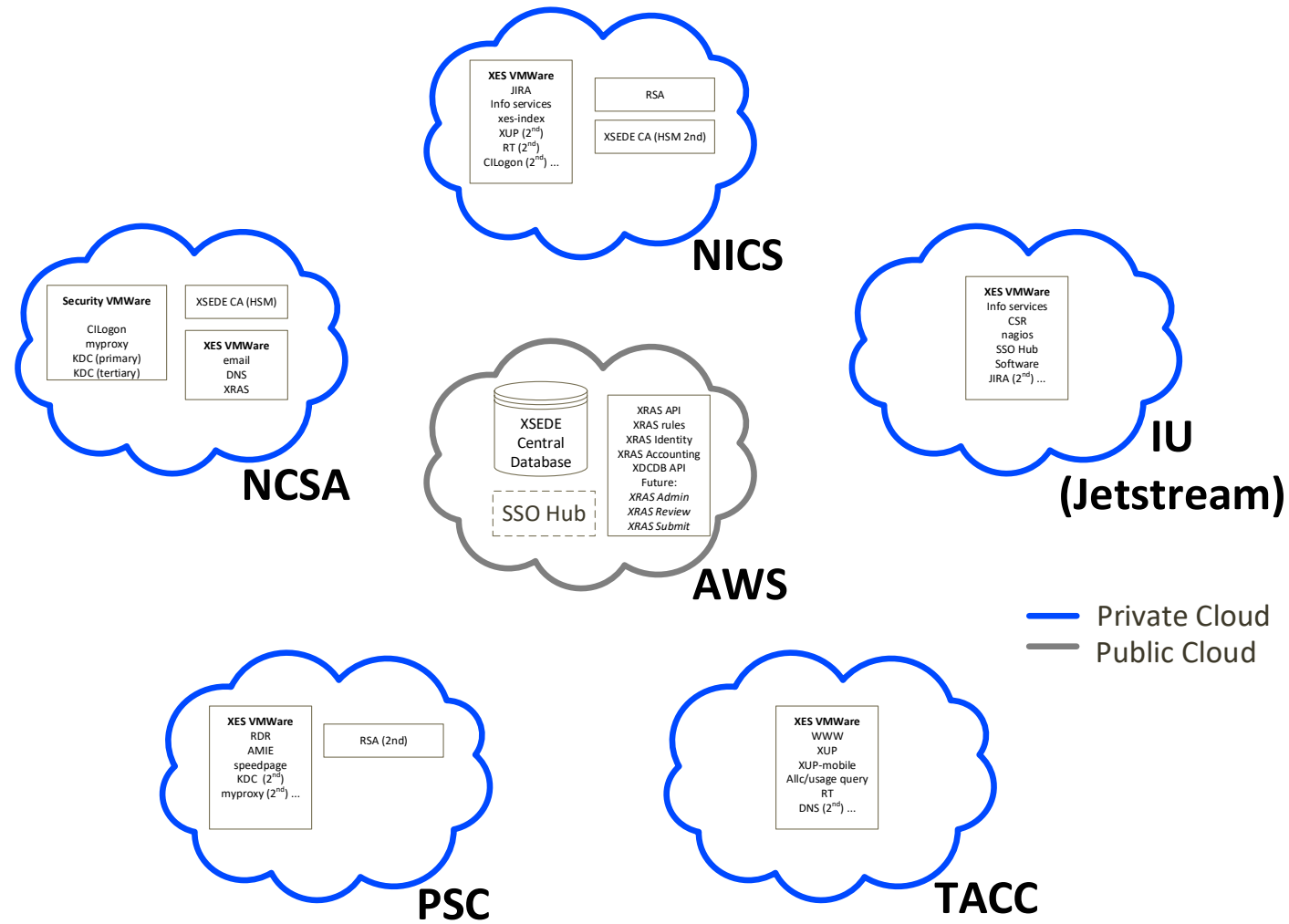
KPI	Level	Sub-goal Supported	Target
Mean composite availability of core services (geometric mean of critical services and XRAS)	Project	Sustain — Provide reliable, efficient, and secure infrastructure	99.9%
Mean time to ticket resolution (hours)	Project	Sustain - Provide excellent support	<24
Mean rating of user satisfaction with tickets closed by the XOC	L2	Sustain — Provide reliable, efficient, and secure infrastructure	4.5 of 5
Hours of downtime with direct user impacts from an XSEDE security incident	L2	Sustain — Provide reliable, efficient, and secure infrastructure	0

Operations PY8 Priorities

- Cybersecurity (2.4.2)
 - vulnerability scanning and mitigation
 - Incident Response and Operational Security
 - operate authentication services: XSEDE CA, CI Logon Service, Kerberos Realm
 - maintain CA trust repository
 - security coordination with SysOps
- DTS (2.4.3)
 - maintain DTS services (e.g., perfSonar, DNS, Gridftp logging)
 - monitor Internet2 and Globus Online performance
 - support for pilot projects for Service Provider optimized infrastructure
- XOC (2.4.4)
 - provide user support and monitor central services
- SysOps (2.4.5)
 - maintain and monitor XSEDE enterprise services (46 services. For example, XDCDB, website, portal, XRAS)
 - execute XES cloud virtualization plan

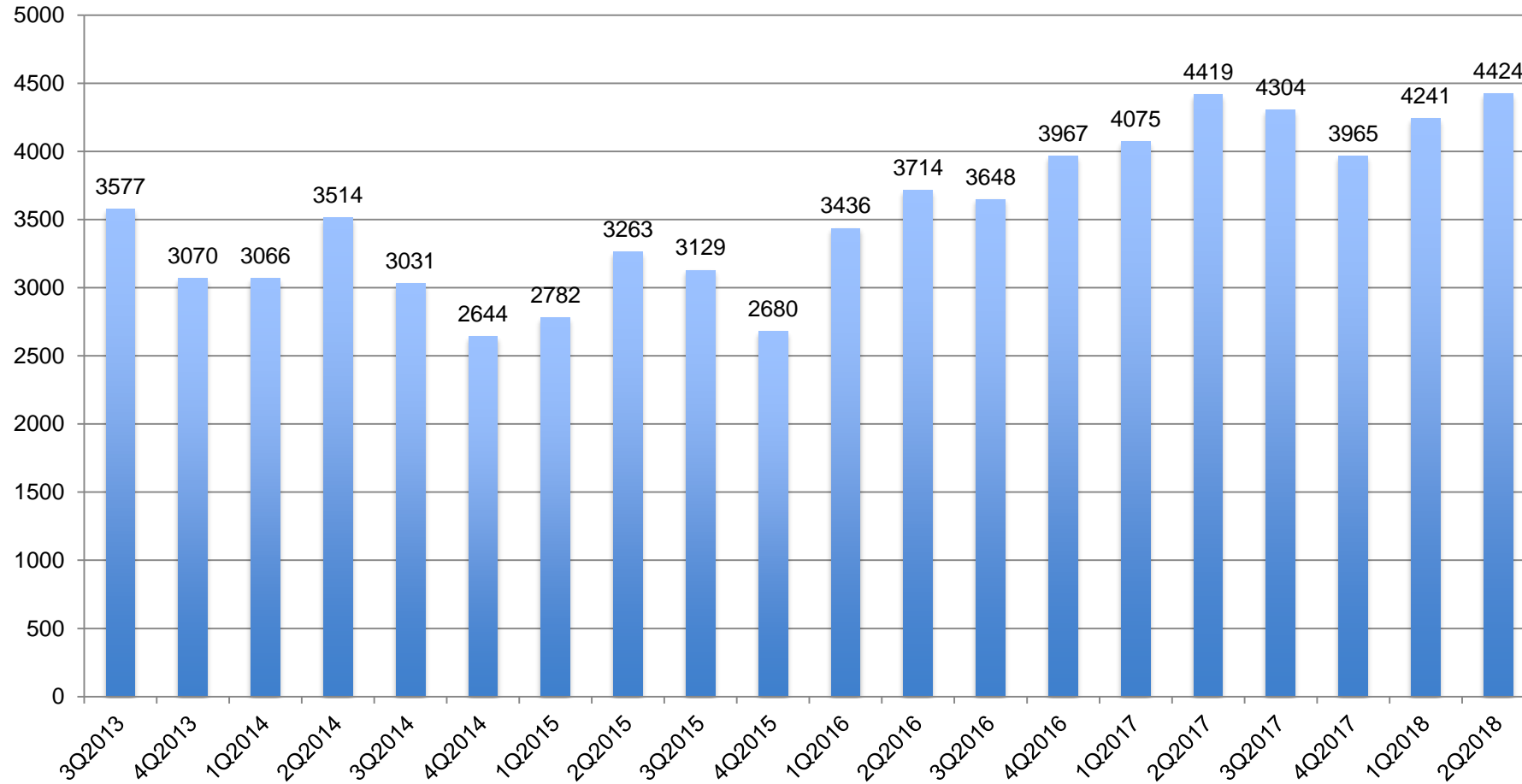


XSEDE Hybrid Cloud



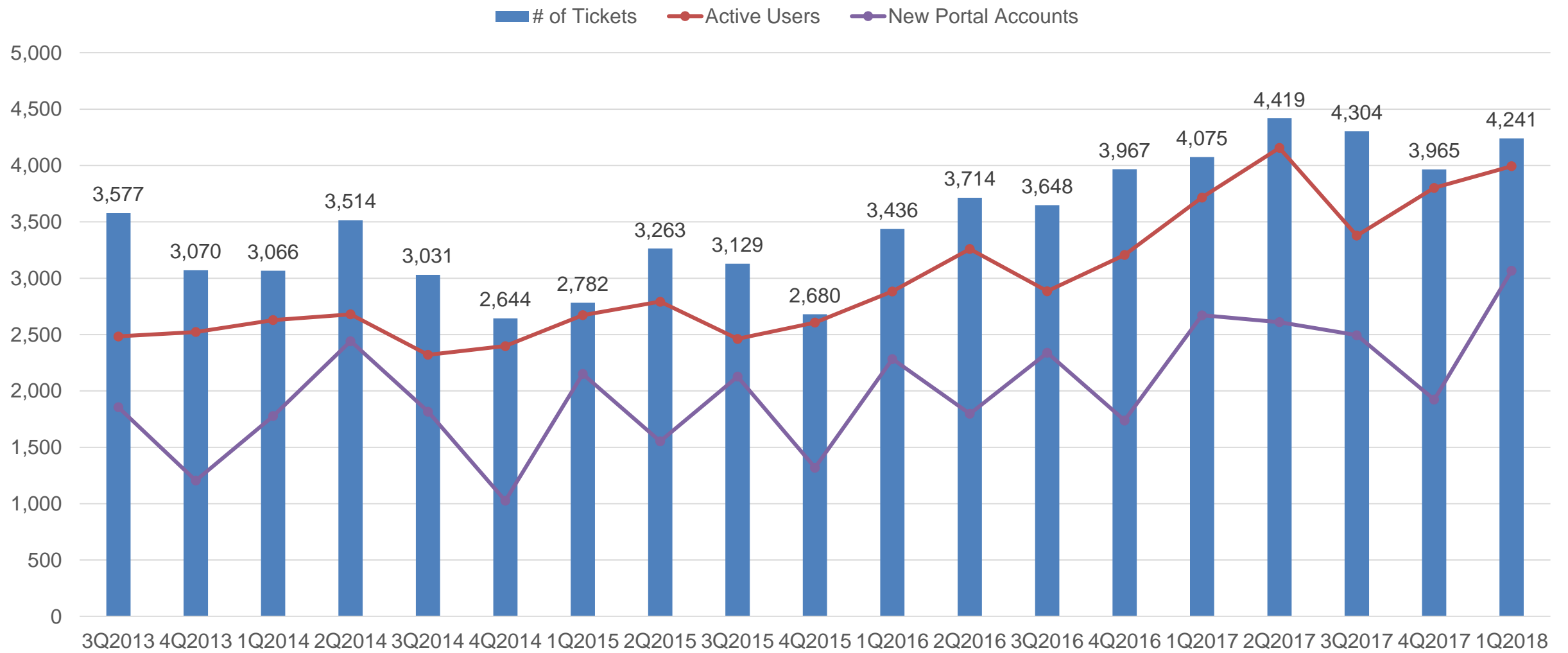
Ticket Trend Data

Number of Tickets per Quarter (Calendar Year)

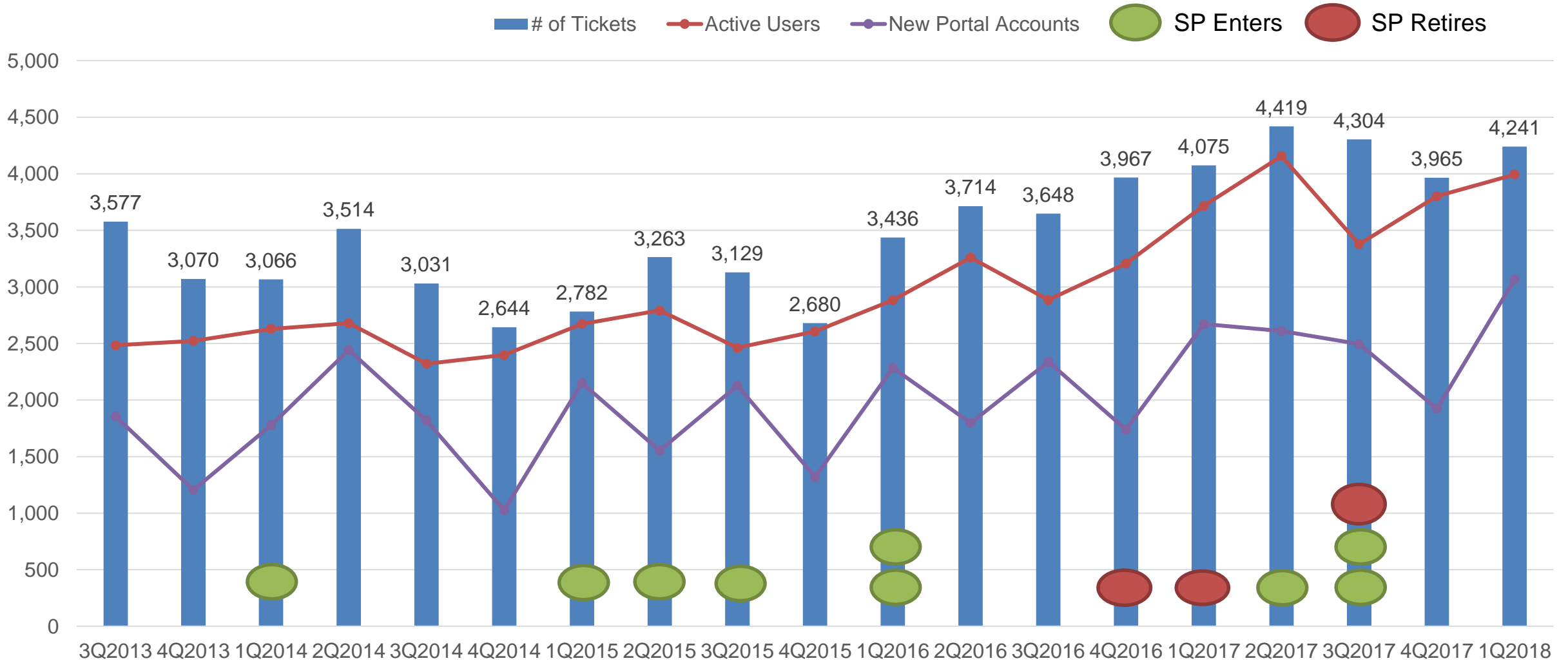


Note: 2Q2018 includes projected 1550 tickets for June 2018

Ticket Trend Data

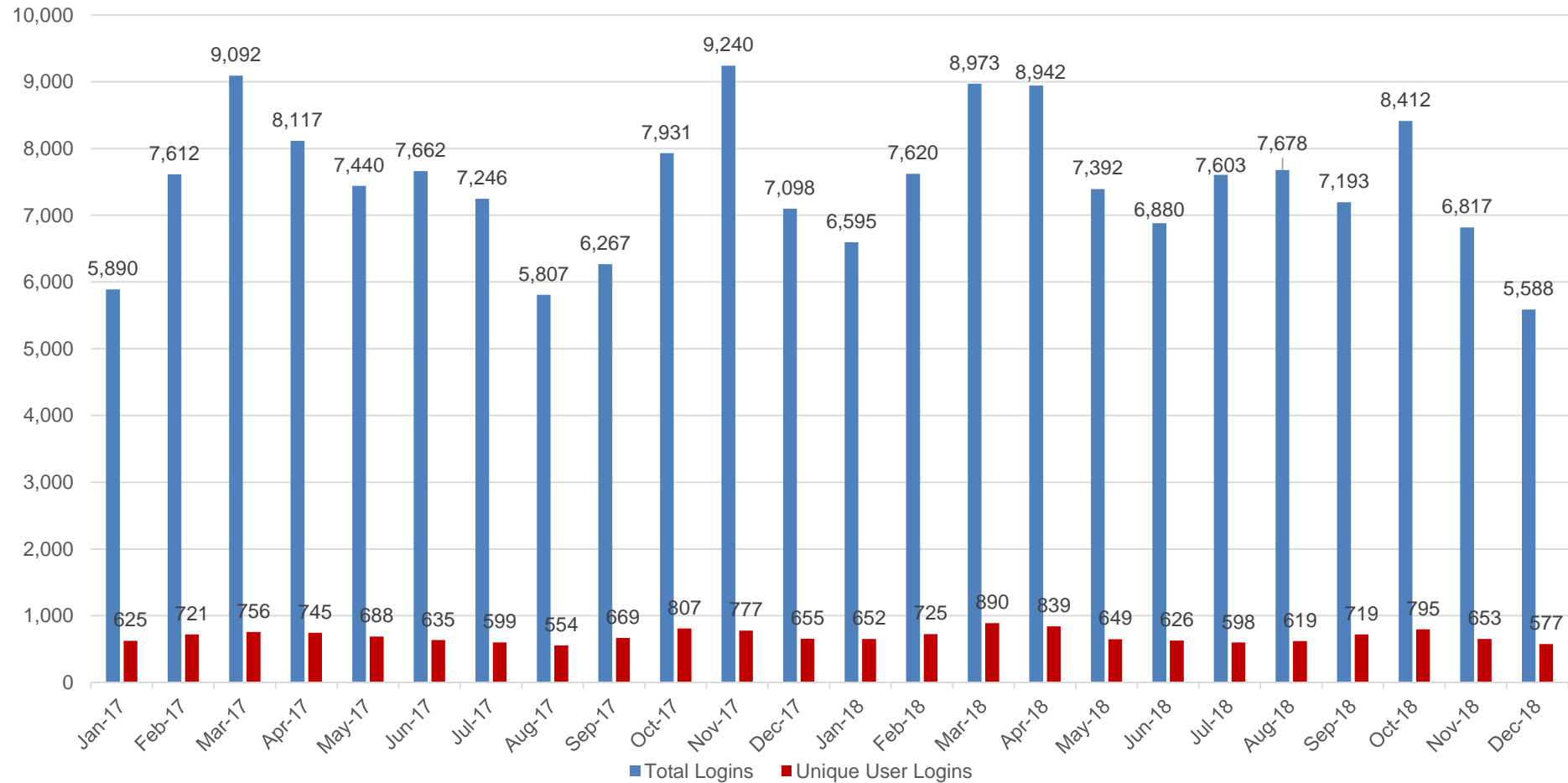


Ticket Trend Data

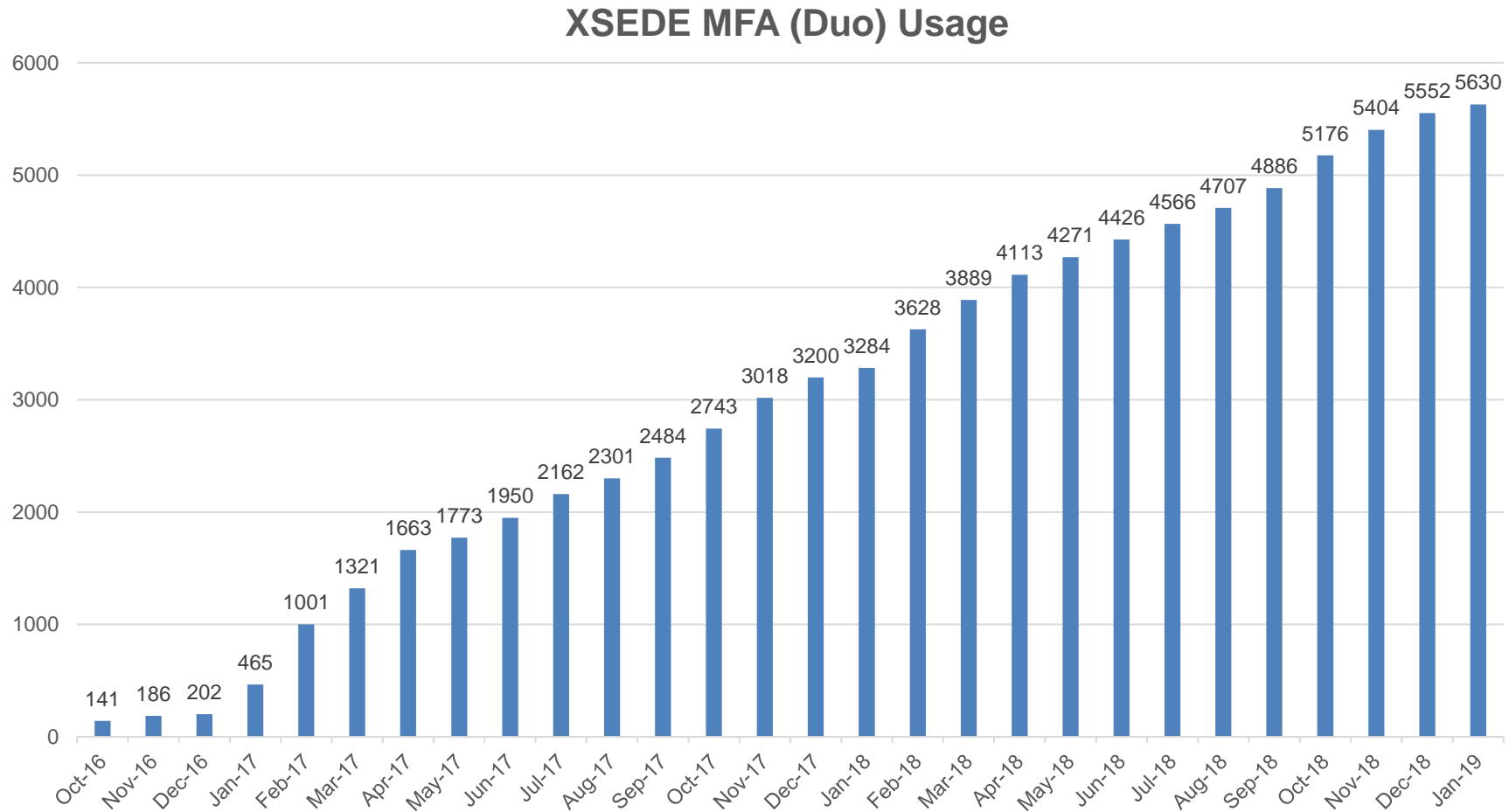


XSEDE SSO Hub Usage

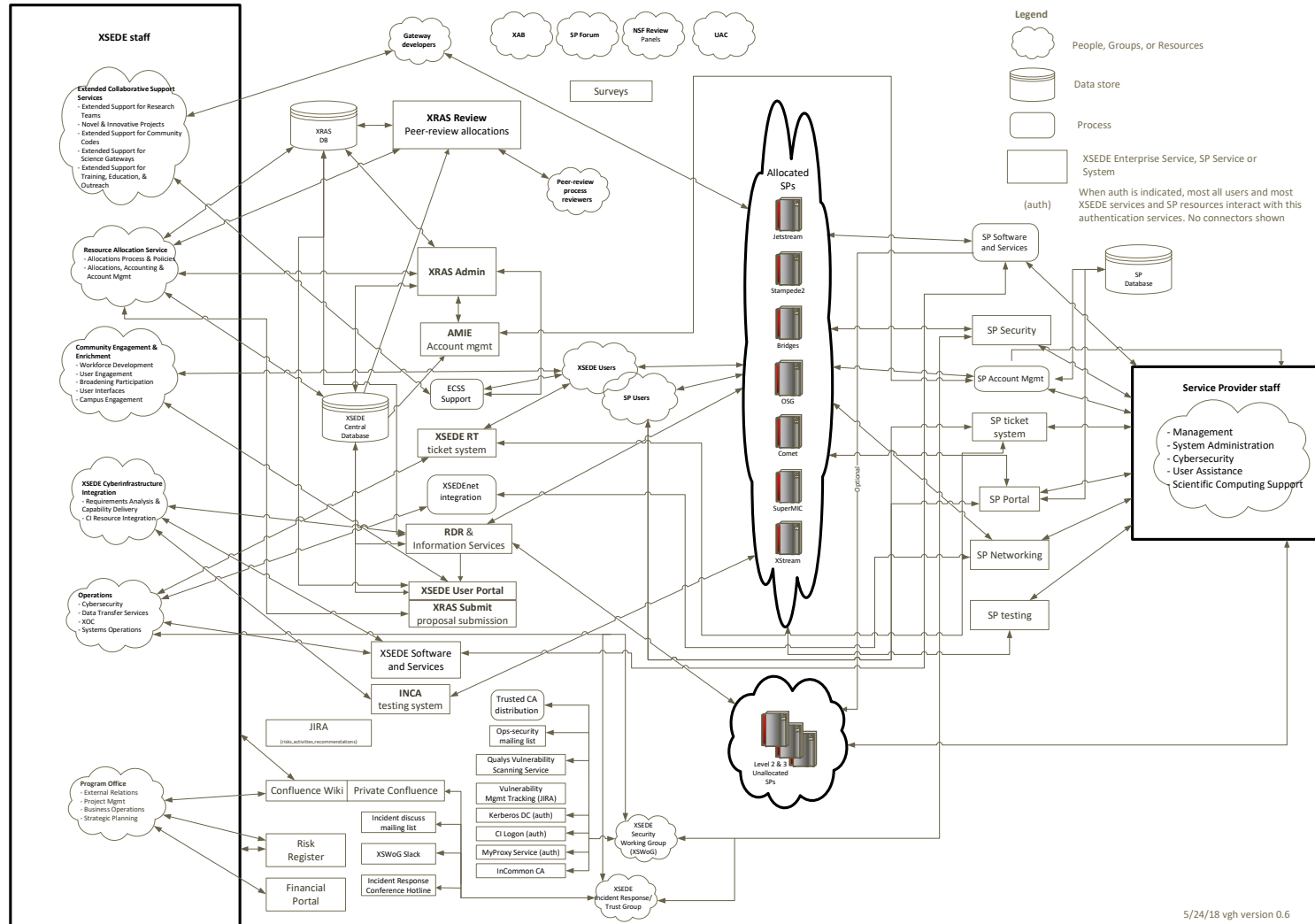
XSEDE SSO Hub Logins - Last 24 Months



XSEDE MFA (Duo) Usage



Eye Chart – XSEDE Systems Overview



5/24/18 vgh version 0.6



Discussion

- Any questions about what we do? Tasks? Metrics/KPIs?
 - are they reasonable?
 - are targets acceptable?
 - anything missing or more important?
- Any comments on focus of Operations efforts?
 - suggestions for shifts in priorities?
- Any other suggestions or comments?

