

# WBS 2.4.5 System & Operations Support (SysOps)

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## Mission Statement

Systems Operational Support (SysOps) provides enterprise level support and system administration for all XSEDE central services.

## Goals, Metrics & KPIs

### KPIs

Project KPI	Target	Subgoal
Average availability of critical enterprise services (%) [geometric mean]	99.9%	Sustain - Provide reliable, efficient, and secure infrastructure

### Additional Metrics

Metric	Target
Average availability of critical enterprise services (%) [geometric mean]	99.9%
Total enterprise services	-
Core enterprise services	-
Services added/subtracted	-

## Team Members

Name	Institution	Position	Email
Gary Rogers	National Institute for Computational Sciences (NICS)	Manager	<a href="mailto:grogers3@utk.edu">grogers3@utk.edu</a>
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## Communication & Meetings

[Monthly SysOps Meeting Coordinates](#)

[Meeting Notes 2016](#)

[Meeting Notes 2017](#)

[Meeting Notes 2018](#)

[Meeting Notes 2019](#)

[Meeting Notes 2020](#)

## New Staff Orientation

[Index of XSEDE central services](#) (XSEDE username/password required)

[XSEDE Enterprise Services Review](#)

## Projects

[XES Hybrid Cloud Plan](#)

## Resources

- [Inca Information for System Administrators](#)
- [Setting up RSA Securid \(Client\)](#)
- [RT Documentation](#)