

# WBS 2.4.1 Operations, Office of the Director

## Mission Statement

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.

## Operations Key Performance Indicators (KPIs)

KPI (Project)	Target
Average composite availability of core services (geometric mean of critical services and XRAS)	99.9% / qtr
Mean time to ticket resolution (hrs) (user, non-staff tickets - all WBS queues including XOC)	<16 hrs/ qtr

KPI (L2)	Target
Hours of downtime with direct user impacts from an XSEDE security incident	0 hrs/ qtr
Mean rating of user satisfaction with tickets closed by the XOC (1-5 point Likert scale)	4.5 out of 5 / qtr

## Leadership Team

Name	Institution	Position	Email
Greg Peterson	National Institute for Computational Sciences (NICS)	Operations Director	<a href="mailto:gdp@utk.edu">gdp@utk.edu</a>
Victor Hazlewood	National Institute for Computational Sciences (NICS)	Deputy Operations Director	<a href="mailto:vhazlewo@utk.edu">vhazlewo@utk.edu</a>
Scott Wells	National Institute for Computational Sciences (NICS)	Project Manager	<a href="mailto:swells@utk.edu">swells@utk.edu</a>

## Communication & Meetings

Operations management meets weekly on Tuesday at 3:00 pm EST

## Google Drive folders for Operations

XSEDE Google Drive space should be used as a shared workspace for collaboration and temporary files. All documents that belong in the official XSEDE archive should be entered into IDEALS. Contact Leslie Froeschel to submit a document to IDEALS.

- [Links to the Ops Google Drive space](#)

## New Staff Orientation

## XSEDE Integration Overview

[XSEDE Integration Overview Diagram](#)

[XSEDE Hybrid Cloud Diagram](#)

## Operations Groups

[WBS 2.4.2 Cybersecurity \(SecOps\)](#)

[WBS 2.4.3 Data Transfer Services \(DTS\)](#)

[WBS 2.4.4 XSEDE Operations Center \(XOC\)](#)

[WBS 2.4.5 System & Operations Support \(SysOps\)](#)

## Policy

[XSEDE Acceptable Use Policy v1.3](#) approved March 3, 2016 by XSEDE Leadership team (see March 3rd SMT meeting minutes).

