

2018-09-18 Meeting notes (Ops)

Date

18 Sep 2018

Attendees

- [Scott Wells](#)
- [Gregory Peterson](#)
- [Victor Hazlewood](#)
- [Tim Boerner](#)
- [Tabitha Samuel](#)
- [Gary Rogers](#)
- [Jim Marsteller](#)
- [Julie Wernert](#)

Agenda

- Discussion of Mean Time to Ticket Resolution KPI (hopefully Mike will be on the call today)
- XSEDE equipment purchase update (budget and ncsa oversight)
- Quick discuss regarding about receiving notice that NCSA wants to purchase VM equipment for CILogon/MyProxy services
- Mgr Coordination

Discussion items

Time	Item	Who	Notes
6 min	Mean time to ticket resolution KPI	Victor /Scott	<ul style="list-style-type: none">• We have seen between 12 and 15 hours for the last couple of quarters.• Gary mentioned some anomalies were addressed with some script adjustments from a 3-4 quarters past.• Victor to contact Ken about any changes to support of Allocations tickets that might have affected the numbers.• Deeper dive into the ticket number details is a requested next step.
6 min	XSEDE equipment purchase	Victor	<ul style="list-style-type: none">• Victor discussed the XSEDE equipment purchasing update (budget and ncsa oversight).• The new non-FTE budget document was updated will all the information provided across XSEDE.• UT already requested funds for VM equipment.• TACC requested funds to support XES at TACC for PY8 and will be transitioning to a monthly fee for service model rather than purchase equipment and chargeback to the project.
2 min	NCSA wants to purchase VM equipment	Victor	<ul style="list-style-type: none">• NCSA via James Eyrich has requested funds for VMs for security (CILogon and MyProxy)
2 min	Mgr Coordination	Jim Scott	<ul style="list-style-type: none">• Jim mentioned Adam Slagell was offboarded since he left NCSA for ESnet and will still remain in the XSEDE trust group.• Reminder for managers to update their wiki pages with the changes to the new KPIs

Action items

