

2017-02-28 Meeting notes

Date

01 Mar 2017

Attendees

- [Scott Wells](#)
- [Victor Hazlewood](#)
- [Mike Pingleton](#)
- [Adam Slagell](#)
- [Jim Marsteller](#)
- [Gary Rogers](#)
- [Tabitha Samuel](#)
- [Gregory Peterson](#)

Agenda

- L2 Presentation on OPs PY7 Plan at QM
- Changes to metric targets (DTS and XOC)
- PCR for Cybersecurity and SysOps changes
- Manager coordination

Discussion items

Time	Item	Who	Notes
10 min	Ops L2 Presentation at upcoming QM	Scott	Discussed content of L2 Presentation <ul style="list-style-type: none">• Informed mgrs that Greg may contact them for info and/or clarification
10 min	Ops metrics changes (DTS and XOC)	Scott	Discussed the need to examine target changes to DTS's metric and XOC's MTTR metric <ul style="list-style-type: none">• Mentioned John's view on targets (i.e., not meeting them vs meeting them and greatly exceeding them)• Greg discussed his phone conversation with John about the line between getting chastised for not meeting new, aggressive targets vs setting conservative targets that get met• Will have more discussion with Mike P. about the XOC metric at QM• Tabitha will discuss the DTS metric with Tim and we (ops mgmt) will follow-up with Tim at QM
8 min	PCR for Cybersecurity and SysOps changes	Scott	With the recommended move of kerberos administration from SysOps to Cybersecurity, we discussed that change (i.e., how much FTE, personnel change) <ul style="list-style-type: none">• May also move away from existing mail service to cloud-based service (involving FTE effort at NCSA, same as kerberos mgmt)• Agreed that kerberos move could wait until we resolve the mail service issue• Agreed that a single PCR should cover both since the same two WBSs are involved and both involve NCSA personnel
2 min	Manager coordination	Greg and Gary	Discussed the future handling of student/education accounts in XSEDE <ul style="list-style-type: none">• Need recommendations for education allocations• Need to know time to implement changes• Will discuss more at upcoming QM (talk with Dave H. and Amy). Will also need input from User Services and Allocations.

Action items

