

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	grogers3@utk.edu
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Joe Rinkovsky	Indiana University	System Administrator - VM Hosting / Nagios	jrinkovs@iu.edu
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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](#)