OSG Software Support – June 2011 – May 2012

This is a draft sufficient for writing the statements of work. My assumption is that it will be updated in consultation with the executive team and area coordinators during our yearly planning meeting.

The work plan will evolve throughout the year in response to stakeholder requests.

Work Plan

Task	Completion date	Responsible
1. Respond to stakeholder requests for new and upgraded software	Ongoing	Everyone
2. Provide bug fixes in a timely fashion	Ongoing	Everyone
3. Maintain and improve documentation	Ongoing	Everyone
4. Provide timely user support	Ongoing	Everyone
5. New Compute Element (depends on Tech Area rec's)	Jan. 2013	TBD
6. Add DigiCert command-line tools	August	TBD
7. Upgrade to HDFS 0.23 for CMS		Strain
Test release	August	
Final release	December	
8. Campus Grid Support		Selmeci
Update to Condor 7.8.x	June	
Add Bosco v1	July	
Update to Bosco v2	TBD	
9. SHA-2 Transition		
Complete testing of non-Bestman software	August	TBD
Update Bestman2 to work with SHA-2	November	Sharma
10. Test improvements		
Expand test suite coverage	Ongoing	Everyone
Oversee/maintain ITB	Ongoing	Thapa
Improve test harness driver	August	Cartwright
Improve sequencing of tests	December	Cartwright
Move to Batlab's run-as-root	TBD	TBD
11. Evaluations		Sfiligoi
Condor 7.8.x readiness	June	
Bestman with SHA-2 support readiness	November	
GlideinWMS update evaluations	Periodic	
HDFS readiness	October	
12. Community Packaging		
Switch (most) Globus to EPEL	TDB-Fall	Selmeci
Join EPEL	August	Selmeci+
13. Non-RPM worker node		
Draft plan for non-RPM worker node	July	Roy
Implement non-RPM worker node	TBD	TBD
14. Configuration Management		
Write proposal	September	Cartwright
Expand work plan based on proposal	September	Roy
15. Add CVMFS	June	Strain
16. Add Pakiti	August	TBD
17. Education		Cartwright
OSG User School	Summer '13	
OSG Admin School	TBD	

Metrics to address primary concerns (gathered weekly)
Metric 1: # of planned releases
Rationale: At any given time, I should know where my team is going and the likely work we are going to do. However, I tend to have only one release mapped out and after the release is done, it may be a week before the next release is mapped out, which sometimes leaves a few people without clearly defined work. This makes the team less efficient because people are unsure what to do. The number of planned releases should never be less than one and should often be two. (Since releases are roughly a month apart.)

Metric 2a: # of open support tickets
Metric 2b: # average number of days to resolve support tickets
Rationale: I'm not sure what these numbers should be, but my gut says that they can be better. I expect that over time the numbers will get smaller until they plateau at a reasonable level.

Metric 3: Effort for OSG Software tasks (hours & %FTE)
Rationale: I don't have an accurate understanding of how much time my team is spending as a whole on OSG Software. I suspect that in some cases I have less effort than promised. Knowing that will allow me to correct the situation.

Metrics to give better insight into what we're doing
Metric 4: # of OSG Software RPM releases per year
Rationale: This isn't very important to our daily work, but it's useful to communicate with people that want to understand the scale of the work we're doing.

Metric 5: # of source RPMs in each OSG Software 3.x release
Rationale: it helps explain what we do. Also I'd like to have this number shrink eventually, as we use more from EPEL or push more to EPEL. At some level I care more about measuring how well we're doing with being "community-based", but I'm not sure how to really measure that.

Metric 6: # of patches applied to source RPMs in current release
Rationale: Again, trying to measure how we're doing with being "community-based". When the number goes does, is that a good sign? I'm not sure how to conveniently measure this number. I'm less sure about the utility of this metric, so may drop it.