**Production and Operations**

**Accomplishments in Year 1:**

**\* Items are carried over to year 2 workplan**

* Production
  + **Delivered ~722M CPU hours and transferred ~372TB of data\***
  + **Led weekly Production calls to highlight issues with ATLAS, CMS and OSG Area Coordinators\***
  + Deprecated support for Pacman
* Operations
  + **No SLA exceptions (Service or Support)\***
  + Developed, deployed, and began **support of the OSG PKI Service\***
  + **New services added within existing infrastructure\***
    - OASIS new VM, PKI and Campus Grids into OIM, and Network Monitoring into MyOSG
  + Deployed OASIS service
  + Developed BONE real-time operational notifications environment
  + Moved a copy of distributions lists offsite
    - In negotiations with FNAL to host OSG Operations Outpost on Fermicloud

**Plans for Year 2 (New Items Only):**

* Production
  + Strengthen communication at Tier2/3 resources and with CIC
  + Conduct calls with key stakeholders to ensure the DHTC fabric is operated at production quality and coordinate action with OSG Areas to address identified issues
  + Report production issues to OSG Executive Team
  + Ease VO enabling process to allow quick access for new user communities
  + Consolidate ~10 key Production metric that can be tracked on a daily basis that give a “feel” for production quality
  + Work toward adoption of OASIS service for VO applications
* Operations
  + Review and determine impact of new services
    - OSG Connect Service, iRODS, OSG Cross CE
  + Work to deprecate lightly used or unnecessary services
    - ReSS, Pacman Repo
  + Address the additional load of support for OSG PKI CA
  + Develop staff to manage most operations activities