**OSG Operations – Year1**

Work Plan

1. Engineering
2. Provide infrastructure services at a level that exceeds the SLA commitments. (Quick, Teige, Sfiligoi, Timm)
3. Improve service efficiency of infrastructure to allow growth of services with minimal increased effort and no impact on existing services (Quick, Teige, Hayashi)
4. Plan, implement, and deploy DigiCert PKI Front End (Quick, Teige, Hayashi)
   1. Users and RA documentation for PKI (Deximo)
   2. User certificate transistioning from DOEGrids to DigiCert (Deximo)
5. Research and implementation if approved of OASIS and Information System (Quick, Bockleman, Hayashi)
6. Provide interoperability for WLCG and EGI Services (Quick)
7. Research network monitoring services based on PerfSONAR (Quick, ?I2 Network Engineer?)
8. Evaluate and implement new services based on consortium needs (Quick, Teige)
9. Reviewing monitoring of Operations Services (Quick)
10. Support
11. Provide service desk support to OSG Users (Quick, Gross)
12. Provide DOEGrids and DigiCert RA functions (Quick, Deximo)
13. Continue training series with a target of at least six sessions from OSG Experts based on improving efficiency of ticket handling (Quick, Gross)

Metrics

1. SLA Exceptions
2. Availability and Reliability of Services
3. Open vs Closed User Tickets
4. Training Sessions Conducted
5. Research Highlights Published