

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute

Period: 2016-12 / 2017-05

Date of report: 13-6-2017

Date of next report: 12-2017

Documentation: https://wiki.egi.eu/wiki/Service_Level_Target_-_Availability_Reliability

Related agreements: <https://documents.egi.eu/document/2869>

Legend

Underperforming
On Target

IN2P3-IRES

	Service target	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Availability	95%	100,00%	99,17%	99,86%	100,00%	97,80%	96,62%
Reliability	95%	100,00%	99,85%	99,86%	100,00%	97,88%	96,62%

Description:

RECAS-BARI

	Service target	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Availability	95%	99,30%	91,53%	97,30%	90,70%	69,53%	97,21%
Reliability	95%	99,30%	91,53%	99,88%	99,40%	80,23%	97,21%

Description: January: network issues, declared downtime https://goc.egi.eu/portal/index.php?Page_Type=Downtime&id=22343 . March: Scheduled maintenance: migration to Mitaka https://goc.egi.eu/portal/index.php?Page_Type=Downtime&id=22566 . April: general sudden powercut, services needed time for recovering.

TR-FC1-ULAKBIM

	Service target	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Availability	95%	95,02%	100,00%	80,61%	89,92%	99,09%	88,42%
Reliability	95%	95,02%	100,00%	80,61%	89,92%	99,09%	89,60%

Description: February: delay in updating the CAs packages. March: authentication problems. May: service not responding.