

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute
Period: 2017-06 / 2017-11
Date of report: 12-12-2017
Date of next: SLA ended

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		Previous period			Reporting period					
	Service target	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
Availability	95%	100%	98%	97%	100,00%	79,02%	50,89%	99,71%	99,95%	99,97%
Reliability	95%	100%	98%	97%	100,00%	79,02%	51,55%	99,71%	99,95%	99,97%
Explanation	2017-07	OCCI and Nova servers not responding								
	2017-08	Nova server not responding.								

RECAS-BARI		Previous period			Reporting period					
	Service target	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
Availability	95%	90,70%	69,53%	97,21%	99,76%	93,72%	99,76%	90,73%	100,00%	99,57%
Reliability	95%	99,40%	80,23%	97,21%	99,76%	93,72%	99,76%	90,73%	100,00%	100,00%
Explanation	2017-07	OCCI network issues and Site-BDII misconfiguration								
	2017-09	information published by the Site-BDII weren't properly refreshed.								

TR-FC1-ULAKBIM		Previous period			Reporting period					
	Service target	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
Availability	95%	90%	99%	88%	99,46%	99,92%	100,00%	22,22%	100%	100%
Reliability	95%	90%	99%	90%	99,46%	99,92%	100,00%	22,22%	100%	100%
Explanation	2017-09	information published by the Site-BDII weren't properly refreshed.								