

Services Performance Report

shows compliance with established SLA service targets



Audience: Nanjiang Shu, Bengt Persson,

Report author: EGI SLA sla@mailman.egi.eu

Service: Cloud compute

Period: 2021-06 - 2021-11

Date of report: 17/12/2021

Date of next report: 2022-06

Documentation: <https://confluence.egi.eu/display/EGISLM/Service+Level+Target+-+Availability+Reliability>

Related agreements: <https://documents.egi.eu/document/2701>

Legend

Underperforming

On Target

		Cloud Compute	
IN2P3-IRES		Availability	Reliability
targets		90%	90%
previous reporting period	2021-03	99.84%	99.84%
	2021-04	96.48%	96.93%
	2021-05	95.12%	95.12%
current reporting period	2021-06	99.81%	99.97%
	2021-07	91.93%	99.70%
	2021-08	99.94%	99.94%
	2021-09	99.63%	99.63%
	2021-10	96.16%	96.16%
	2021-11	99.19%	99.19%

		Cloud Compute	
INFN-CLOUD-BARI		Availability	Reliability

targets		90%	90%
preious reporting period	2021-03	100.00%	100.00%
	2021-04	99.91%	99.91%
	2021-05	99.89%	99.89%
current reporting period	2021-06	99.87%	99.87%
	2021-07	100.00%	100.00%
	2021-08	100.00%	100.00%
	2021-09	99.46%	99.46%
	2021-10	100.00%	100.00%
	2021-11	85.30%	85.30%
Explanation			
2021-11	Authentication failures		

		Cloud Compute	
TR-FC1-ULAKBIM		Availability	Reliability
targets		90%	90%
preious reporting period			
	2021-05	96.89%	96.89%
current reporting period	2021-06	99.88%	99.88%
	2021-07	68.02%	68.02%
	2021-08	67.21%	67.21%
	2021-09	97.01%	97.01%
	2021-10	60.30%	60.30%
	2021-11	53.00%	53.00%

SLA violation: under-performing for 4 months in the reporting period

As already reported in the ticket

https://gus.eu/index.php?mode=ticket_info&ticket_id=153386 a setting

https://ggus.eu/index.php?mode=ticket_info&ticket_id=19980, a setting in Nova was preventing the creation of new instances with a certain size. The issue should have affected only the monitoring VO.