

Services Performance Report

shows compliance with established SLA service targets



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Service: High-Throughput Compute and File Storage, Cloud Compute

Period: 2016-01 / 2016-06

Date of report: 19-7-2016

Date of next report: 2017-01

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

Related agreements: <https://documents.egi.eu/document/2751>

Legend
Underperforming
On Target

CESNET-MetaCloud

	Service target	2016-01	2016-02	2016-03	2016-04	2016-05	2016-06
Availability	85%	85,47%	99,56%	100,00%	98,92%	100,00%	99,49%
Reliability	90%	100,00%	100,00%	100,00%	100,00%	100,00%	99,49%

Description:

INFN-PADOVA

	Service target	2016-01	2016-02	2016-03	2016-04	2016-05	2016-06
Availability	85%	98,99%	79,44%	100,00%	99,86%	69,49%	98,59%
Reliability	90%	98,99%	79,44%	100,00%	99,86%	69,49%	98,59%

Description: under investigation

NCG-INGRID-PT

	Service target	2016-01	2016-02	2016-03	2016-04	2016-05	2016-06
Availability	85%	99,38%	99,54%	98,23%	93,17%	88,22%	99,07%
Reliability	90%	99,38%	99,54%	98,23%	93,17%	88,22%	99,79%

Description: under investigation

NIKHEF-ELPROD

	Service target	2016-01	2016-02	2016-03	2016-04	2016-05	2016-06
Availability	85%	99,92%	99,78%	99,87%	99,86%	95,56%	98,45%
Reliability	95%	99,92%	99,78%	99,87%	99,86%	95,56%	98,45%

Description:

RAL-LCG2

	Service target	2016-01	2016-02	2016-03	2016-04	2016-05	2016-06
Availability	85%	99,76%	99,37%	99,06%	99,21%	97,54%	99,86%
Reliability	90%	99,76%	100,00%	99,65%	99,21%	97,54%	99,86%

Description:

SARA-MATRIX

	Service target	2016-01	2016-02	2016-03	2016-04	2016-05	2016-06
Availability	85%	90,22%	96,63%	100,00%	95,19%	92,88%	90,52%
Reliability	90%	90,22%	98,40%	100,00%	99,84%	92,88%	90,52%

Description:

TW-NCHC

	Service target	2016-01	2016-02	2016-03	2016-04	2016-05	2016-06
Availability	90%	83,10%	86,28%	96,91%	91,27%	83,12%	99,84%
Reliability	90%	83,10%	93,39%	96,91%	99,85%	83,12%	99,84%

Description: under investigation