

Services Performance Report

shows compliance with established SLA service targets



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

Period: 2017-01 / 2017-06

Date of report: 11-7-2017

Date of next report: 2018-01

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	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Availability	85%	100,00%	98,93%	96,66%	100,00%	94,11%	98,44%
Reliability	90%	100,00%	98,93%	96,66%	100,00%	94,63%	98,44%

Description:

INFN-PADOVA

	Service target	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Availability	85%	100,00%	94,78%	100,00%	100,00%	93,40%	100,00%
Reliability	90%	100,00%	94,78%	100,00%	100,00%	93,40%	100,00%

Description:

IFCA-LCG2

	Service target	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Availability	85%	79,33%	86,74%	76,29%	73,54%	98,24%	49,61%
Reliability	90%	79,33%	86,74%	80,61%	80,45%	98,24%	50,31%

Description: January, February and March: SRM failures. April: failures in the cloud services. June: CREAM-CE failures, and issues in the cloud services

NCG-INGRID-PT

	Service target	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Availability	85%	100,00%	99,49%	97,07%	100,00%	100,00%	99,80%
Reliability	90%	100,00%	99,49%	97,07%	100,00%	100,00%	99,80%

Description:

NIKHEF-ELPROD

	Service target	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Availability	85%	98,13%	93,06%	99,20%	95,79%	100,00%	98,46%
Reliability	90%	98,13%	93,06%	99,20%	95,79%	100,00%	98,46%

Description:

RAL-LCG2

	Service target	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Availability	85%	99,04%	100,00%	100,00%	98,48%	98,43%	100,00%
Reliability	90%	100,00%	100,00%	100,00%	98,48%	99,41%	100,00%

Description:

SARA-MATRIX

	Service target	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Availability	85%	100,00%	98,62%	99,62%	100,00%	100,00%	96,17%
Reliability	90%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%

Description:

TW-NCHC

	Service target	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Availability	90%	100,00%	100,00%	100,00%	89,19%	95,18%	92,72%
Reliability	90%	100,00%	100,00%	100,00%	92,17%	95,18%	92,72%

Description: April: SRM failures