

Services Performance Report

shows compliance with established SLA service targets



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

Period: 2016-07 / 2016-12

Date of report: 9-1-2017

Date of next report (SLA ended)

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	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Availability	85%	98,91%	100,00%	100,00%	83,33%	96,39%	99,88%
Reliability	90%	99,19%	100,00%	100,00%	83,44%	96,39%	99,88%

Description: database migration https://goc.egi.eu/portal/index.php?Page_Type=Downtime&id=21542

INFN-PADOVA

	Service target	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Availability	85%	100,00%	75,31%	72,13%	100,00%	96,47%	100,00%
Reliability	90%	100,00%	82,17%	100,00%	100,00%	99,86%	100,00%

Description: hardware problem on RAID disks for prod-se-01.pd.infn.it and prod-se-02.pd.infn.it, Downtimes:
https://goc.egi.eu/portal/index.php?Page_Type=Downtime&id=21352
https://goc.egi.eu/portal/index.php?Page_Type=Downtime&id=21371
https://goc.egi.eu/portal/index.php?Page_Type=Downtime&id=21414

NCG-INGRID-PT

	Service target	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Availability	85%	87,69%	100,00%	100,00%	93,82%	98,69%	99,86%
Reliability	90%	87,69%	100,00%	100,00%	93,82%	98,69%	99,86%

Description: under investigation

NIKHEF-ELPROD

	Service target	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Availability	85%	94,68%	99,01%	98,21%	99,65%	94,76%	100,00%
Reliability	95%	94,68%	99,01%	98,21%	99,65%	94,76%	100,00%

Description: under investigation

RAL-LCG2

	Service target	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Availability	85%	100,00%	100,00%	100,00%	100,00%	99,71%	100,00%
Reliability	90%	100,00%	100,00%	100,00%	100,00%	99,71%	100,00%

Description:

SARA-MATRIX

	Service target	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Availability	85%	95,91%	100,00%	99,72%	46,07%	100,00%	96,86%
Reliability	90%	98,03%	100,00%	100,00%	97,61%	100,00%	100,00%

Description: Datacenter move in October

TW-NCHC

	Service target	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Availability	90%	100,00%	96,79%	100,00%	91,63%	96,69%	99,45%
Reliability	90%	100,00%	96,79%	100,00%	91,63%	96,69%	99,45%

Description: