

Services Performance Report

shows compliance with established SLA service targets



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Service: High-Throughput Compute and File Storage, Cloud Compute (CESNET-MetaCloud)

Period: 2017-07 / 2017-12

Date of report: 12-1-2018

Date of next: 07-2018

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

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

Legend Underperforming
On Target

IFCA-LCG2		Previous period			Reporting period					
	Service target	2017-04	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Availability	85%	97,26%	99,43%	91,80%	100,00%	94,84%	100,00%	99,36%	100,00%	90,90%
Reliability	90%	99,95%	99,43%	92,15%	100,00%	94,84%	100,00%	99,36%	100,00%	90,90%
Explanation										

CESNET-MetaCloud		Previous period			Reporting period					
	Service target	2017-04	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Availability	85%	100,00%	94,11%	98,44%	99,07%	99,46%	98,82%	99,85%	100,00%	100,00%
Reliability	90%	100,00%	94,63%	98,44%	99,07%	99,46%	98,82%	99,85%	100,00%	100,00%
Explanation										

NCG-INGRID-PT		Previous period			Reporting period					
	Service target	2017-04	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Availability	85%	100,00%	100,00%	99,80%	100,00%	94,33%	79,05%	97,17%	98,77%	99,84%
Reliability	90%	100,00%	100,00%	99,80%	100,00%	95,76%	79,05%	97,17%	98,77%	99,84%
Explanation	2017-09	timeout error on SRM service								

NIKHEF-ELPROD		Previous period			Reporting period					
	Service target	2017-04	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Availability	85%	95,79%	100,00%	98,46%	98,64%	99,02%	98,91%	99,37%	98,41%	93,61%

Reliability	90%	95,79%	100,00%	98,46%	98,64%	99,02%	98,91%	99,37%	98,41%	93,61%
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Explanation

RAL-LCG2		Previous period			Reporting period					
	Service target	2017-04	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Availability	85%	98,48%	98,43%	100,00%	99,15%	99,63%	99,93%	100,00%	99,50%	99,75%
Reliability	90%	98,48%	99,41%	100,00%	99,30%	99,63%	99,93%	100,00%	100,00%	99,75%

Explanation

SARA-MATRIX		Previous period			Reporting period					
	Service target	2017-04	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Availability	85%	100,00%	100,00%	96,17%	97,63%	100,00%	100,00%	94,18%	97,49%	37,53%
Reliability	90%	100,00%	100,00%	100,00%	97,63%	100,00%	100,00%	98,34%	97,49%	37,53%

Explanation 2017-12 SRM not published in the BDII

INFN-PADOVA		Previous period			Reporting period					
	Service target	2017-04	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Availability	85%	100,00%	93,40%	100,00%	99,83%	100,00%	100,00%	100,00%	95,30%	84,29%
Reliability	90%	100,00%	93,40%	100,00%	99,83%	100,00%	100,00%	100,00%	95,30%	99,56%

Explanation 2017-12 Scheduled downtime for new year data center maintenance

TW-NCHC		Previous period			Reporting period					
	Service target	2017-04	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Availability	85%	89,19%	95,18%	92,72%	99,83%	93,72%	95,78%	97,15%	33,83%	0,00%
Reliability	90%	92,17%	95,18%	92,72%	99,83%	93,72%	95,78%	97,15%	33,83%	0,00%

Explanation 2017-11 CREAM-CE and SRM failures
2017-12 SRM not published in the BDII