

# 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, INFN-PADOVA-STACK)

**Period:** 2018-07 / 2018-12

**Date of report:** 10-1-2019

**Date of next:** 2019-07

**Documentation:** [https://wiki.egi.eu/wiki/Service\\_Level\\_Target\\_-\\_Availability\\_Reliability](https://wiki.egi.eu/wiki/Service_Level_Target_-_Availability_Reliability)

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

**Legend**

Underperforming
On Target

CESNET-MetaCloud		Previous period			Reporting period					
	Service target	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
Availability	85%	99,75%	97,52%	100,00%	100,00%	99,15%	99,84%	100,00%	92,89%	100,00%
Reliability	90%	99,75%	98,07%	100,00%	100,00%	99,83%	99,84%	100,00%	99,68%	100,00%
Explanation										

INFN-PADOVA		Previous period			Reporting period					
	Service target	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
Availability	85%	99,99%	92,74%	100,00%	100,00%	100,00%	100,00%	100,00%	91,41%	100,00%
Reliability	90%	99,99%	92,74%	100,00%	100,00%	100,00%	100,00%	100,00%	91,41%	100,00%
Explanation										

INFN-PADOVA-STACK		Previous period			Reporting period					
	Service target	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
Availability	85%	100%	99%	99%	94,63%	98,94%	86,84%	99,59%	91,01%	79,81%
Reliability	90%	100%	99%	99%	94,63%	98,94%	86,84%	99,59%	91,01%	79,81%
Explanation	2018-09	OCCI interface not responding								
	2018-12	OCCI interface not responding								

NCG-INGRID-PT		Previous period			Reporting period					
	Service target	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
Availability	85%	95,06%	99,56%	89,24%	100,00%	100,00%	100,00%	33,66%	99,86%	92,01%
Reliability	90%	95,06%	99,56%	89,24%	100,00%	100,00%	100,00%	33,66%	99,86%	92,01%
Explanation	2018-10	CAs not updated in time								

NIKHEF-ELPROD		Previous period			Reporting period					
	Service target	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
Availability	85%	94,08%	97,61%	93,90%	89,09%	100,00%	99,98%	98,03%	98,30%	100,00%
Reliability	90%	94,08%	97,61%	93,90%	89,09%	100,00%	99,98%	98,44%	98,30%	100,00%
Explanation	2018-07	problems in writing on SRM servers								

SARA-MATRIX		Previous period			Reporting period					
	Service target	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
Availability	85%	99,65%	99,57%	100,00%	88,22%	97,84%	100,00%	88,75%	99,76%	98,73%
Reliability	90%	99,65%	99,57%	100,00%	88,22%	98,51%	100,00%	88,75%	99,76%	100,00%
Explanation	2018-07	CAs not updated in time								
	2018-10	CAs not updated in time								

TW-NCHC		Previous period			Reporting period					
	Service target	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
Availability	85%	99,66%	99,55%	99,98%	92,76%	76,76%	99,75%	99,72%	94,54%	100,00%
Reliability	90%	99,66%	99,55%	99,98%	92,76%	88,43%	99,75%	99,72%	94,54%	100,00%
Explanation	2018-08	downtime for migrating the CREAM-CE instances to ARC-CE								