

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: 2019-01 / 2019-06

Date of report: 26-7-2019

Date of next: 2020-01

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		Previous period			Reporting period					
	Service target	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06
Availability	85%	100,00%	92,89%	100,00%	98,63%	100,00%	99,37%	95,75%	99,89%	97,12%
Reliability	90%	100,00%	99,68%	100,00%	98,63%	100,00%	99,37%	95,75%	99,89%	97,12%
Explanation										

INFN-PADOVA		Previous period			Reporting period					
	Service target	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06
Availability	85%	100,00%	91,41%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	86,26%
Reliability	90%	100,00%	91,41%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	86,26%
Explanation	2019-06	SRM not responding								

INFN-PADOVA-STACK		Previous period			Reporting period					
	Service target	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06
Availability	85%	100%	91%	80%	28,08%	0,00%	0,00%	44,49%	100,00%	99,38%
Reliability	90%	100%	91%	80%	99,59%	0,00%	0,00%	44,49%	100,00%	99,38%
Explanation	<p>SLA Violation: A/R under the targets for more than 3 consecutive months</p> <p>After the upgrade to the new OpenStack version, the tests started to fail because the change of the API of authentication method. Nevertheless the failures, the services were available to the users. After the release in production of a new version of the monitoring probe, the tests were successful again. the problem was tracked in https://ggus.eu/index.php?mode=ticket_info&ticket_id=140079</p>									

NCG-INGRID-PT										
		Previous period			Reporting period					
	Service target	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06
Availability	85%	33,66%	99,86%	92,01%	100,00%	89,79%	94,81%	98,71%	93,58%	79,54%
Reliability	90%	33,66%	99,86%	92,01%	100,00%	89,79%	94,81%	98,71%	93,58%	79,54%
Explanation	2019-02	authentication problems on the SRM service.								
	2019-06	authentication problems on the SRM service.								

NIKHEF-ELPROD										
		Previous period			Reporting period					
	Service target	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06
Availability	85%	98,03%	98,30%	100,00%	100,00%	100,00%	98,45%	96,90%	94,84%	100,00%
Reliability	90%	98,44%	98,30%	100,00%	100,00%	100,00%	98,45%	98,98%	94,97%	100,00%
Explanation										

SARA-MATRIX										
		Previous period			Reporting period					
	Service target	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06
Availability	85%	88,75%	99,76%	98,73%	100,00%	86,60%	96,34%	100,00%	96,63%	81,08%
Reliability	90%	88,75%	99,76%	100,00%	100,00%	99,94%	99,89%	100,00%	96,63%	82,31%
Explanation	2019-06	CAs not updated in time								

TW-NCHC										
		Previous period			Reporting period					
	Service target	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06
Availability	85%	99,72%	94,54%	100,00%	100,00%	97,85%	78,39%	99,31%	52,69%	91,89%
Reliability	90%	99,72%	94,54%	100,00%	100,00%	97,85%	78,39%	99,31%	52,69%	91,89%
Explanation	2019-03	CAs not updated in time								
	2019-05	CAs not updated in time								