

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: 2019-07 / 2019-12

Date of report: 14-1-2020

Date of next: 2020-07

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	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Availability	85%	95,75%	99,89%	97,12%	99,58%	99,49%	95,11%	96,96%	95,14%	98,25%
Reliability	90%	95,75%	99,89%	97,12%	99,58%	99,96%	95,84%	96,96%	95,14%	98,25%
Explanation										

INFN-PADOVA		Previous period			Reporting period					
	Service target	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Availability	85%	100,00%	100,00%	86,26%	97,23%	100,00%	96,24%	98,36%	100,00%	100,00%
Reliability	90%	100,00%	100,00%	86,26%	97,23%	100,00%	96,24%	98,36%	100,00%	100,00%
Explanation										

INFN-PADOVA-STACK		Previous period			Reporting period					
	Service target	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Availability	85%	44,49%	100,00%	99,38%	96,92%	99,93%	97,11%	99,46%	99,25%	99,06%
Reliability	90%	44,49%	100,00%	99,38%	96,92%	99,93%	97,11%	99,46%	99,25%	99,06%
Explanation										

NCG-INGRID-PT		Previous period			Reporting period					
	Service target	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Availability	85%	98,71%	93,58%	79,54%	95,17%	100,00%	61,94%	0,00%	58,00%	91,42%

Reliability	90%	98,71%	93,58%	79,54%	95,17%	100,00%	61,94%	0,00%	58,00%	91,42%
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Explanation 2019-09 / 2019-11 The SRM failures producing the violations were investigated in the following ticket: https://ggus.eu/index.php?mode=ticket_info&ticket_id=144344
It appeared that the failures affected only the monitoring VO.

NIKHEF-ELPROD		Previous period			Reporting period					
	Service target	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Availability	85%	96,90%	94,84%	100,00%	72,59%	100,00%	100,00%	96,00%	43,99%	90,86%
Reliability	90%	98,98%	94,97%	100,00%	72,59%	100,00%	100,00%	96,00%	43,99%	90,86%

Explanation 2019-07 CAs package not updated in time
2019-11 failures with the webdav service after enabling it

SARA-MATRIX		Previous period			Reporting period					
	Service target	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Availability	85%	100,00%	96,63%	81,08%	98,36%	99,03%	69,88%	87,82%	95,80%	71,61%
Reliability	90%	100,00%	96,63%	82,31%	98,36%	99,03%	70,88%	87,82%	96,34%	71,61%

Explanation 2019-09 webdav failures
2019-10 CAs package not updated in time
2019-12 Site-BDII not responding

TW-NCHC		Previous period			Reporting period					
	Service target	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Availability	85%	99,31%	52,69%	91,89%	99,03%	100,00%	99,68%	82,19%	98,83%	100,00%
Reliability	90%	99,31%	52,69%	91,89%	99,03%	100,00%	99,68%	82,19%	98,83%	100,00%

Explanation 2019-10 SRM not responding