

# 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:** 2020-01 / 2020-06

**Date of report:** 12-8-2020

**Date of next:** 2021-01

**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

CESGA		Previous period			Reporting period					
	Service target	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Availability	85%						99,29%	99,54%	97,09%	90,15%
Reliability	90%						99,29%	99,54%	97,09%	90,15%
Explanation										

CESNET-MCC		Previous period			Reporting period					
	Service target	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Availability	85%	96,96%	95,14%	98,25%	96,93%	92,72%	95,63%	99,84%	97,00%	100,00%
Reliability	90%	96,96%	95,14%	98,25%	96,93%	92,72%	95,63%	99,84%	97,00%	100,00%
Explanation										

IFCA-LCG2		Previous period			Reporting period					
	Service target	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Availability	85%						94,18%	96,09%	78,22%	93,70%
Reliability	90%						94,18%	96,09%	78,22%	93,70%
Explanation	2020-05	failures with the creation of VMs								

INFN-PADOVA		Previous period			Reporting period					
	Service target	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Availability	85%	98,36%	100,00%	100,00%	99,34%	100,00%	99,99%	33,14%	36,16%	99,90%

Reliability	90%	98,36%	100,00%	100,00%	99,34%	100,00%	99,99%	33,14%	36,16%	99,90%
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Explanation	2020-04	IGTF failures because CAs packages not properly updated
	2020-05	IGTF failures because CAs packages not properly updated

INFN-PADOVA-STACK		Previous period			Reporting period					
	Service target	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Availability	85%	99,46%	99,25%	99,06%	98,11%	97,50%	94,58%	86,31%	75,01%	83,02%
Reliability	90%	99,46%	99,25%	99,06%	98,11%	97,50%	94,58%	86,31%	75,01%	83,02%

SLA violation for 3 consecutive months  
GGUs ticket: [https://ggus.eu/index.php?mode=ticket\\_info&ticket\\_id=148237](https://ggus.eu/index.php?mode=ticket_info&ticket_id=148237)

NCG-INGRID-PT		Previous period			Reporting period					
	Service target	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Availability	85%	0,00%	58,00%	91,42%	100,00%	86,92%	97,49%	97,85%	100,00%	99,99%
Reliability	90%	0,00%	58,00%	91,42%	100,00%	86,92%	97,49%	97,85%	100,00%	99,99%

Explanation	2020-02	SRM and webdav failures
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NIKHEF-ELPROD		Previous period			Reporting period					
	Service target	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Availability	85%	96,00%	43,99%	90,86%	99,56%	100,00%	100,00%	100,00%	100,00%	87,92%
Reliability	90%	96,00%	43,99%	90,86%	99,56%	100,00%	100,00%	100,00%	100,00%	87,92%

Explanation	2020-06	failures with CREAM-CE and SRM services
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SARA-MATRIX		Previous period			Reporting period					
	Service target	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Availability	85%	87,82%	95,80%	71,61%	94,63%	0,00%	0,00%	0,00%	76,48%	77,66%
Reliability	90%	87,82%	96,34%	71,61%	94,63%	0,00%	0,00%	0,00%	77,63%	79,04%

SLA violation for 5 consecutive months  
GGUs ticket: [https://ggus.eu/index.php?mode=ticket\\_info&ticket\\_id=147749](https://ggus.eu/index.php?mode=ticket_info&ticket_id=147749)  
IGTF failures on CREAM-CE service due to CAs packages not properly updated; a network issue prevented the correct publication of the SRM service in the BDII making the tests to fail

TW-NCHC		Previous period			Reporting period					
	Service target	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Availability	85%	82,19%	98,83%	100,00%	100,00%	92,80%	90,34%	100,00%	81,04%	99,88%
Reliability	90%	82,19%	98,83%	100,00%	100,00%	92,80%	90,34%	100,00%	81,04%	99,88%
Explanation	2020-05	Site-BDII issues made the ARC-CE tests to fail								

UA-BITP		Previous period			Reporting period					
	Service target	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Availability	85%						51,20%	99,36%	98,43%	100,00%
Reliability	90%						51,20%	99,36%	98,43%	100,00%
Explanation	2020-03	Authentication failures on Keystone								