Services Performance Report

shows compliance with established SLA service targets

Audience:	Alexander Bonvin
Report author:	EGI SLA sla@mailman.egi.eu
Service:	High-Throughput Compute and File Storage, Cloud Compute
Period:	2020-07 / 2020-12
Date of report:	13-1-2021
Date of next report	2021-07
Documentation:	https://wiki.egi.eu/wiki/Service_Level_Target_-_Availability_Reliability
Related agreements:	https://documents.egi.eu/document/2751

Legend

Underperforming

On Target

CESGA		Cloud Compute	
		Availability	Reliability
targets		85%	90%
preious reporting period	2020-04	99,54%	99,54%
	2020-05	97,09%	97,09%
	2020-06	90,15%	90,15%
current reporting period	2020-07	93,64%	93,64%
	2020-08	97,31%	97,31%
	2020-09	95,29%	95,29%
	2020-10	99,36%	99,36%
	2020-11	98,46%	98,46%
	2020-12	98,52%	98,52%
Explanation			

CESNET-MCC		Cloud Compute	
		Availability	Reliability
targets		85%	90%
	2020-04	99,84%	99,84%

preious reporting period	2020-05	97,00%	97,00%
	2020-06	100,00%	100,00%
current reporting period	2020-07	98,69%	99,23%
	2020-08	100,00%	100,00%
	2020-09	99,77%	99,77%
	2020-10	99,19%	99,19%
	2020-11	98,72%	98,72%
	2020-12	89,77%	89,77%
Explanation			
2020-12	network failures		

IFCA-LCG2		Cloud Compute	
		Availability	Reliability
targets		85%	90%
preious reporting period	2020-04	97,21%	97,21%
	2020-05	78,35%	78,35%
	2020-06	93,70%	93,70%
current reporting period	2020-07	93,06%	93,06%
	2020-08	99,10%	99,10%
	2020-09	100,00%	100,00%
	2020-10	97,86%	97,86%
	2020-11	96,96%	96,96%
	2020-12	91,26%	91,26%
Explanation			

INFN-PADOVA		HTC and File storage	
		Availability	Reliability

targets		**85%**	**90%**
preious reporting period	2020-04	33,14%	33,14%
	2020-05	36,16%	36,16%
	2020-06	99,90%	99,90%
current reporting period	2020-07	50,02%	50,02%
	2020-08	0,00%	0,00%
	2020-09	0,00%	0,00%
	2020-10	0,00%	0,00%
	2020-11	0,00%	0,00%
	2020-12	100,00%	100,00%
Explanation	SLA violation: under-performing for 5 consecutive months		

authentication failures with CREAM-CE and SRM services. Moreover in October the compute and storag services were decommissioned: https://goc.egi.eu/portal/index.php?Page_Type=Downtime&id=29504

INFN-PADOVA-STACK		Cloud Compute	
		Availabilit	Reliability
targets		**85%**	**90%**
preious reporting period	2020-04	86,31%	86,31%
	2020-05	75,01%	75,01%
	2020-06	83,02%	83,02%
current reporting period	2020-07	50,25%	50,25%
	2020-08	56,35%	56,35%
	2020-09	99,65%	99,65%
	2020-10	93,55%	93,55%
	2020-11	82,78%	92,02%
	2020-12	76,94%	76,94%
Explanation	SLA violation: under-performing for 4 months during the reporting period		

As discussed in the ticket https://ggus.eu/index.php?mode=ticket_info&ticket_id=148237 , the failures were related to the

new EGI AAI certificate which wasn't compatible with some settings on the provider side: these failures should not have affected the usual access to the service. Other failures occurred in Nov and Dec related to the network allocation to the test VMs

NCG-INGRID-PT		HTC and File storage	
		Availability	Reliability
targets		85%	90%
preious reporting period	2020-04	99,41%	99,41%
	2020-05	100,00%	100,00%
	2020-06	99,99%	99,99%
current reporting period	2020-07	100,00%	100,00%
	2020-08	100,00%	100,00%
	2020-09	100,00%	100,00%
	2020-10	100,00%	100,00%
	2020-11	100,00%	100,00%
	2020-12	100,00%	100,00%

NIKHEF-ELPROD		HTC and File storage	
		Availability	Reliability
targets		85%	90%
preious reporting period	2020-04	100,00%	100,00%
	2020-05	100,00%	100,00%
	2020-06	97,20%	97,20%
current reporting period	2020-07	100,00%	100,00%
	2020-08	72,10%	72,10%
	2020-09	100,00%	100,00%
	2020-10	100,00%	100,00%

	2020-11	94,95%	99,53%
	2020-12	98,32%	100,00%

Explanation	
2020-08	IGTF certificates not updated in time

SARA-MATRIX		HTC and File storage	
		Availability	Reliability
targets		85%	90%
preious reporting period	2020-04	0,00%	0,00%
	2020-05	79,46%	80,66%
	2020-06	97,44%	99,17%
current reporting period	2020-07	100,00%	100,00%
	2020-08	57,93%	58,65%
	2020-09	93,50%	93,50%
	2020-10	99,88%	99,88%
	2020-11	94,44%	100,00%
	2020-12	82,07%	83,12%

Explanation	
2020-08	IGTF certificates not updated in time
2020-12	IGTF certificates not updated in time

TW-NCHC		HTC and File storage	
		Availability	Reliability
targets		85%	90%
preious reporting period	2020-04	100,00%	100,00%
	2020-05	81,10%	81,10%
	2020-06	100,00%	100,00%

current reporting period	2020-07	99,78%	99,78%
	2020-08	99,93%	99,93%
	2020-09	82,91%	99,50%
	2020-10	100,00%	100,00%
	2020-11	100,00%	100,00%
	2020-12	99,66%	99,66%

Explanation	
2020-09	Scheduled downtime for storage element migration

UA-BITP		Cloud Compute	
		Availability	Reliability
targets		85%	90%
preious reporting period	2020-04	99,36%	99,36%
	2020-05	98,43%	98,43%
	2020-06	100,00%	100,00%
current reporting period	2020-07	94,39%	94,39%
	2020-08	94,31%	94,31%
	2020-09	87,23%	87,23%
	2020-10	99,99%	99,99%
	2020-11	99,59%	99,59%
	2020-12	99,73%	99,73%

Explanation	
2020-09	Problems with creation of test VMs