

# Services Performance Report

shows compliance with established SLA service targets



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**Service:** High-Throughput Compute and File Storage, Cloud Compute

**Period:** 2021-01 / 2021-06

**Date of report:** 06/07/2021

**Date of next report:** 2022-01

**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	Cloud Compute		
		Availability	Reliability
targets		85%	90%
previous reporting period	2020-10	99.36%	99.36%
	2020-11	98.46%	98.46%
	2020-12	98.52%	98.52%
current reporting period	2021-01	91.18%	91.18%
	2021-02	83.55%	83.55%
	2021-03	96.46%	97.28%
	2021-04	86.98%	86.98%
	2021-05	94.18%	94.18%
	2021-06	100.00%	100.00%
Explanation			
2021-02, 2021-04	Authentication failures during the creation of the testing VMs.		

CESNET-MCC	Cloud Compute		
		Availability	Reliability
targets		85%	90%

previous reporting period	2020-10	99.19%	99.19%
	2020-11	98.72%	98.72%
	2020-12	89.77%	89.77%
current reporting period	2021-01	94.61%	94.61%
	2021-02	100.00%	100.00%
	2021-03	100.00%	100.00%
	2021-04	98.02%	98.44%
	2021-05	99.87%	99.87%
	2021-06	89.27%	89.27%
Explanation			
2021-06 Authentication failures during the creation of the testing VMs.			

IFCA-LCG2	Cloud Compute		
	Availability	Reliability	
targets	85%	90%	
previous reporting period	2020-10	97.86%	97.86%
	2020-11	96.96%	96.96%
	2020-12	91.26%	91.26%
current reporting period	2021-01	76.03%	87.05%
	2021-02	99.84%	99.84%
	2021-03	86.16%	86.16%
	2021-04	98.88%	99.30%
	2021-05	99.42%	99.42%
	2021-06	100.00%	100.00%
Explanation			
2021-01 Scheduled intervention at the computing centre.			
2021-03 Authorisation failures			

INFN-LNL-2		HTC and File storage	
		Availability	Reliability
targets		85%	90%
preious reporting period			
current reporting period	2021-01	98.24%	100.00%
	2021-02	100.00%	100.00%
	2021-03	81.35%	81.35%
	2021-04	100.00%	100.00%
	2021-05	100.00%	100.00%
	2021-06	99.86%	99.86%
Explanation			
2021-03	SRM failures		

INFN-PADOVA-STACK		Cloud Compute	
		Availability	Reliability
targets		85%	90%
preious reporting period	2020-10	93.55%	93.55%
	2020-11	82.78%	92.02%
	2020-12	76.94%	76.94%
current reporting period	2021-01	68.60%	68.60%
	2021-02	99.85%	99.85%
	2021-03	61.62%	72.89%
	2021-04	99.51%	99.51%
	2021-05	100.00%	100.00%
	2021-06	93.66%	93.66%

<b>Explanation</b>	<b>SLA violation: under-performing for 3 consecutive months between the previous and the current reporting period</b>
<b>2020-11 - 2021-01</b>	failures related to the network allocation to the test VMs and to authentication issues.
<b>2021-03</b>	scheduled intervention in the computing centre for generic maintenance.

NCG-INGRID-PT		HTC and File storage	
		Availability	Reliability
<b>targets</b>		<b>85%</b>	<b>90%</b>
<b>previous reporting period</b>	<b>2020-10</b>	100.00%	100.00%
	<b>2020-11</b>	100.00%	100.00%
	<b>2020-12</b>	100.00%	100.00%
<b>current reporting period</b>	<b>2021-01</b>	90.65%	90.65%
	<b>2021-02</b>	71.38%	71.38%
	<b>2021-03</b>	92.55%	94.43%
	<b>2021-04</b>	94.20%	94.20%
	<b>2021-05</b>	89.16%	90.22%
	<b>2021-06</b>	79.39%	79.39%
<b>2021-02, 2021-06</b>	SRM failures		

NIKHEF-ELPROD		HTC and File storage	
		Availability	Reliability
<b>targets</b>		<b>85%</b>	<b>90%</b>
<b>previous reporting period</b>	<b>2020-10</b>	100.00%	100.00%
	<b>2020-11</b>	94.95%	99.53%
	<b>2020-12</b>	98.32%	100.00%

current reporting period	2021-01	100.00%	100.00%
	2021-02	55.94%	55.94%
	2021-03	0.06%	0.06%
	2021-04	98.24%	98.24%
	2021-05	99.01%	99.01%
	2021-06	98.98%	98.98%

Explanation	SLA violation: under-performing for 2 consecutive months during the reporting period		
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2021-02, 2021-03	Job submission failures
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SARA-MATRIX		HTC and File storage	
		Availability	Reliability
targets		85%	90%
previous reporting period	2020-10	99.88%	99.88%
	2020-11	94.44%	100.00%
	2020-12	82.07%	83.12%
current reporting period	2021-01	99.93%	99.93%
	2021-02	100.00%	100.00%
	2021-03	88.82%	88.82%
	2021-04	99.91%	99.91%
	2021-05	99.85%	99.85%
	2021-06	93.04%	93.04%
Explanation			
2021-03	some failures with a new HTC endpoint just put in production.		

TW-NCHC		HTC and File storage	
		Availability	Reliability
targets		90%	90%
	2020-10	100.00%	100.00%

preious reporting period	2020-11	100.00%	100.00%
	2020-12	99.66%	99.66%
current reporting period	2021-01	99.93%	99.93%
	2021-02	98.95%	98.95%
	2021-03	86.27%	86.27%
	2021-04	98.78%	98.78%
	2021-05	97.37%	97.37%
	2021-06	99.71%	99.71%
Explanation			
2021-03 Network issues			

UA-BITP		Cloud Compute	
		Availability	Reliability
targets		85%	90%
preious reporting period	2020-10	99.99%	99.99%
	2020-11	99.59%	99.59%
	2020-12	99.73%	99.73%
current reporting period	2021-01	95.53%	95.53%
	2021-02	99.67%	99.67%
	2021-03	92.69%	92.69%
	2021-04	70.64%	70.64%
	2021-05	99.80%	99.80%
	2021-06	98.31%	98.31%
Explanation			
2021-04 authentication failures			