

Services Performance Report

shows compliance with established SLA service targets



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

Period: 2021-07 / 2021-12

Date of report: 11/01/2022

Date of next report: 2022-07

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%
previous reporting period	2021-04	86.98%	86.98%
	2021-05	94.18%	94.18%
	2021-06	100.00%	100.00%
current reporting period	2021-07	100.00%	100.00%
	2021-08	99.90%	99.90%
	2021-09	99.70%	99.70%
	2021-10	97.40%	97.40%
	2021-11	95.07%	95.07%
	2021-12	100.00%	100.00%

CESNET-MCC		Cloud Compute	
		Availability	Reliability
targets		85%	90%
	2021-04	98.02%	98.44%

previous reporting period	2021-05	99.87%	99.87%
	2021-06	89.27%	89.27%
current reporting period	2021-07	99.83%	99.83%
	2021-08	100.00%	100.00%
	2021-09	100.00%	100.00%
	2021-10	98.97%	99.99%
	2021-11	100.00%	100.00%
	2021-12	100.00%	100.00%

IFCA-LCG2		Cloud Compute	
		Availability	Reliability
targets		85%	90%
previous reporting period	2021-04	98.88%	99.30%
	2021-05	99.42%	99.42%
	2021-06	100.00%	100.00%
current reporting period	2021-07	100.00%	100.00%
	2021-08	99.69%	99.84%
	2021-09	100.00%	100.00%
	2021-10	99.81%	99.81%
	2021-11	88.46%	99.38%
	2021-12	99.82%	99.97%

INFN-LNL-2		HTC and File storage	
		Availability	Reliability
targets		85%	90%

preious reporting period	2021-04	100.00%	100.00%
	2021-05	100.00%	100.00%
	2021-06	99.86%	99.86%
current reporting period	2021-07	90.84%	90.84%
	2021-08	96.67%	100.00%
	2021-09	100.00%	100.00%
	2021-10	100.00%	100.00%
	2021-11	100.00%	100.00%
	2021-12	100.00%	100.00%

INFN-PADOVA-STACK		Cloud Compute	
		Availability	Reliability
targets		85%	90%
preious reporting period	2021-04	99.51%	99.51%
	2021-05	100.00%	100.00%
	2021-06	93.66%	93.66%
current reporting period	2021-07	19.58%	19.58%
	2021-08	63.37%	63.37%
	2021-09	97.09%	97.09%
	2021-10	98.38%	98.38%
	2021-11	94.69%	94.69%
	2021-12	97.63%	97.63%

SLA violation:
Under-performing for 2 consecutive months in the reporting period. Failures with creation of the testing VMs

NCG-INGRID-PT	HTC and File storage
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		Availability	Reliability
targets		85%	90%
preious reporting period	2021-04	94.20%	94.20%
	2021-05	89.16%	90.22%
	2021-06	79.39%	79.39%
current reporting period	2021-07	88.07%	90.85%
	2021-08	91.25%	91.25%
	2021-09	66.30%	66.30%
	2021-10	71.80%	71.80%
	2021-11	52.43%	52.43%
	2021-12	100.00%	100.00%

SLA Violation

A/R under the targets for 3 consecutive months, from 2021-09 to 2021-11

The failures occurred with the webdav service endpoint and affected only the monitoring VO. They were investigated and fixed. https://ggus.eu/index.php?mode=ticket_info&ticket_id=155180

NIKHEF-ELPROD		HTC and File storage	
		Availability	Reliability
targets		85%	90%
preious reporting period	2021-04	98.24%	98.24%
	2021-05	99.01%	99.01%
	2021-06	98.98%	98.98%
current reporting period	2021-07	99.66%	99.95%
	2021-08	100.00%	100.00%
	2021-09	99.29%	100.00%
	2021-10	60.21%	60.21%
	2021-11	96.31%	96.31%
	2021-12	99.60%	99.60%

Explanation	
2021-10	IGTF package not updated in time

SARA-MATRIX		HTC and File storage	
		Availability	Reliability
targets		85%	90%
preious reporting period	2021-04	99.91%	99.91%
	2021-05	99.85%	99.85%
	2021-06	93.04%	93.04%
current reporting period	2021-07	99.86%	99.86%
	2021-08	100.00%	100.00%
	2021-09	100.00%	100.00%
	2021-10	99.99%	99.99%
	2021-11	98.74%	100.00%
	2021-12	98.78%	100.00%

TW-NCHC		HTC and File storage	
		Availability	Reliability
targets		90%	90%
preious reporting period	2021-04	98.78%	98.78%
	2021-05	97.37%	97.37%
	2021-06	99.71%	99.71%
current reporting period	2021-07	98.23%	98.23%
	2021-08	99.98%	99.98%
	2021-09	14.32%	14.32%
	2021-10	0.00%	0.00%
	2021-11	0.00%	0.00%

	2021-12	33.57%	48.03%
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SLA Violation

A/R under the targets for 4 consecutive months, from 2021-09 to 2021-12

Failures on ARC-CE and SRM services:

https://ggus.eu/index.php?mode=ticket_info&ticket_id=155177

UA-BITP		Cloud Compute	
		Availability	Reliability
targets		85%	90%
preious reporting period	2021-04	70.64%	70.64%
	2021-05	99.80%	99.80%
	2021-06	98.31%	98.31%
current reporting period	2021-07	98.47%	98.47%
	2021-08	94.32%	94.32%
	2021-09	99.24%	99.24%
	2021-10	99.74%	99.74%
	2021-11	99.65%	99.65%
	2021-12	99.69%	99.69%