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: 2022-01 / 2022-06

Date of report: 06/07/2022

Date of next report 2023-01

Documentation: https://confluence.egi.eu/display/EGISLM/Service+Level+Target+-+Availability+Reliability

Related agreements: https://documents.egi.eu/document/2751

Legend

Underperforming
On Target

CESGA		Cloud Compute	
		Availabilit	Reliability
targets		85%	90%
preious reporting period	2021-10	97.40%	97.40%
	2021-11	95.07%	95.07%
	2021-12	100.00%	100.00%
current reporting period	2022-01	99.94%	99.94%
	2022-02	100.00%	100.00%
	2022-03	99.65%	99.65%
	2022-04	99.71%	99.71%
	2022-05	89.29%	89.29%
	2022-06	100.00%	100.00%
Explanation			
2022-05	authentication failures		

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

preious reporting period	2021-10	98.97%	99.99%
	2021-11	100.00%	100.00%
	2021-12	100.00%	100.00%
current reporting period	2022-01	99.79%	99.79%
	2022-02	99.50%	99.50%
	2022-03	99.38%	99.66%
	2022-04	99.55%	99.55%
	2022-05	98.95%	98.95%
	2022-06	100.00%	100.00%

IFCA-LCG2		Cloud Compute	
		Availabilit	Reliability
targets		85%	90%
preious reporting period	2021-10	99.81%	99.81%
	2021-11	88.46%	99.38%
	2021-12	99.82%	99.97%
current reporting period	2022-01	85.22%	95.21%
	2022-02	90.74%	90.74%
	2022-03	98.77%	98.77%
	2022-04	99.53%	99.53%
	2022-05	99.50%	99.50%
	2022-06	100.00%	100.00%

INFN-LNL-2		HTC and File storage	
		Availabilit	Reliability

		Availability	Reliability
targets		85%	90%
preious reporting period	2021-10	100.00%	100.00%
	2021-11	100.00%	100.00%
	2021-12	100.00%	100.00%
current reporting period	2022-01	100.00%	100.00%
	2022-02	100.00%	100.00%
	2022-03	100.00%	100.00%
	2022-04	99.55%	99.55%
	2022-05	92.33%	100.00%
	2022-06	100.00%	100.00%

INFN-PADOVA-STACK		Cloud Compute	
		Availability	Reliability
targets		85%	90%
preious reporting period	2021-10	98.38%	98.38%
	2021-11	94.69%	94.69%
	2021-12	97.63%	97.63%
current reporting period	2022-01	97.64%	97.64%
	2022-02	96.99%	96.99%
	2022-03	78.36%	91.11%
	2022-04	93.45%	93.45%
	2022-05	87.03%	98.85%
	2022-06	90.65%	90.65%
Explanation			
2022-03	power cut and maintenance		

NCG-INGRID-PT		HTC and File storage	
		Availabilit	Reliability
targets		85%	90%
preious reporting period	2021-10	71.80%	71.80%
	2021-11	52.43%	52.43%
	2021-12	100.00%	100.00%
current reporting period	2022-01	100.00%	100.00%
	2022-02	99.96%	99.96%
	2022-03	100.00%	100.00%
	2022-04	97.13%	97.13%
	2022-05	100.00%	100.00%
	2022-06	99.85%	99.85%

NIKHEF-ELPROD		HTC and File storage	
		Availabilit	Reliability
targets		85%	90%
preious reporting period	2021-10	60.21%	60.21%
	2021-11	96.31%	96.31%
	2021-12	99.60%	99.60%
current reporting period	2022-01	100.00%	100.00%
	2022-02	100.00%	100.00%
	2022-03	99.92%	99.92%
	2022-04	27.10%	27.10%
	2022-05	99.59%	100.00%
	2022-06	93.19%	93.19%
Explanation			
2022-04		IGTF package not updated in time	

SARA-MATRIX		HTC and File storage	
		Availabilit	Reliability
targets		85%	90%
preious reporting period	2021-10	99.99%	99.99%
	2021-11	98.74%	100.00%
	2021-12	98.78%	100.00%
current reporting period	2022-01	100.00%	100.00%
	2022-02	98.45%	99.80%
	2022-03	100.00%	100.00%
	2022-04	69.02%	69.02%
	2022-05	100.00%	100.00%
	2022-06	100.00%	100.00%
Explanation			
2022-04	IGTF package not updated in time		

TW-NCHC		HTC and File storage	
		Availabilit	Reliability
targets		90%	90%
preious reporting period	2021-10	0.00%	0.00%
	2021-11	0.00%	0.00%
	2021-12	33.57%	48.03%
current reporting period	2022-01	99.93%	99.93%
	2022-02	100.00%	100.00%
	2022-03	99.93%	99.93%
	2022-04	96.75%	96.75%
	2022-05	91.85%	91.85%
	2022-06	97.80%	97.80%

UA-BITP		Cloud Compute	
		Availabilit	Reliability
targets		85%	90%
preious reporting period	2021-10	99.74%	99.74%
	2021-11	99.65%	99.65%
	2021-12	99.69%	99.69%
current reporting period	2022-01	99.74%	99.74%
	2022-02	21.43%	26.09%
	2022-03	0.00%	0.00%
	2022-04	4.53%	4.53%
	2022-05	99.92%	99.92%
	2022-06	100.00%	100.00%

SLA Violation

A/R under the targets for 3 consecutive months, from 2022-02 to 2022-04

The comput centre went offline when Russian army attacked Ucrain.