

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: 2022-07 / 2022-12

Date of report: 13/01/2023

Date of next report: 2023-07

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	
		Availability	Reliability
targets		85%	90%
previous reporting period	2022-04	99.71%	99.71%
	2022-05	89.29%	89.29%
	2022-06	100.00%	100.00%
current reporting period	2022-07	100.00%	100.00%
	2022-08	100.00%	100.00%
	2022-09	99.99%	99.99%
	2022-10	91.80%	91.80%
	2022-11	100.00%	100.00%
	2022-12	100.00%	100.00%

CESNET-MCC		Cloud Compute	
		Availability	Reliability
targets		85%	90%
	2022-04	99.55%	99.55%

preious reporting period	2022-05	98.95%	98.95%
	2022-06	100.00%	100.00%
current reporting period	2022-07	94.56%	94.56%
	2022-08	100.00%	100.00%
	2022-09	100.00%	100.00%
	2022-10	99.44%	99.44%
	2022-11	100.00%	100.00%
	2022-12	100.00%	100.00%

IFCA-LCG2	Cloud Compute		
	Availabilit	Reliability	
targets	85%	90%	
preious reporting period	2022-04	99.53%	99.53%
	2022-05	99.50%	99.50%
	2022-06	100.00%	100.00%
current reporting period	2022-07	97.26%	97.26%
	2022-08	44.22%	99.71%
	2022-09	95.10%	95.10%
	2022-10	95.13%	95.13%
	2022-11	88.47%	100.00%
	2022-12	77.37%	92.22%
Explanation			
2022-08	Scheduled intervention for updating the OpenStack components		
2022-12	Scheduled maintenance of the power supply in the building		

INFN-LNL-2	HTC and File storage
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		Availability	Reliability
targets		85%	90%
previous reporting period	2022-04	99.55%	99.55%
	2022-05	92.33%	100.00%
	2022-06	100.00%	100.00%
current reporting period	2022-07	100.00%	100.00%
	2022-08	100.00%	100.00%
	2022-09	100.00%	100.00%
	2022-10	100.00%	100.00%
	2022-11	99.19%	99.19%
	2022-12	100.00%	100.00%

INFN-PADOVA-STACK		Cloud Compute	
		Availability	Reliability
targets		85%	90%
previous reporting period	2022-04	93.45%	93.45%
	2022-05	87.03%	98.85%
	2022-06	90.65%	90.65%
current reporting period	2022-07	99.25%	99.25%
	2022-08	99.24%	99.24%
	2022-09	84.95%	84.95%
	2022-10	94.20%	94.20%
	2022-11	99.58%	99.58%
	2022-12	99.53%	99.53%
Explanation			
2022-09	network issues		

NCG-INGRID-PT		HTC and File storage	
		Availabilit	Reliability
targets		85%	90%
preious reporting period	2022-04	97.13%	97.13%
	2022-05	100.00%	100.00%
	2022-06	99.85%	99.85%
current reporting period	2022-07	92.06%	92.06%
	2022-08	100.00%	100.00%
	2022-09	95.28%	100.00%
	2022-10	82.08%	83.64%
	2022-11	99.70%	99.70%
	2022-12	99.31%	99.31%
2022-10	SRM and webdav failures		

NIKHEF-ELPROD		HTC and File storage	
		Availabilit	Reliability
targets		85%	90%
preious reporting period	2022-04	27.10%	27.10%
	2022-05	99.59%	100.00%
	2022-06	93.19%	93.19%
current reporting period	2022-07	100.00%	100.00%
	2022-08	99.46%	100.00%
	2022-09	99.93%	99.93%
	2022-10	99.73%	99.73%
	2022-11	100.00%	100.00%
	2022-12	100.00%	100.00%



SARA-MATRIX	HTC and File storage		
	Availabilit	Reliability	
targets	85%	90%	
preious reporting period	2022-04	69.02%	69.02%
	2022-05	100.00%	100.00%
	2022-06	100.00%	100.00%
current reporting period	2022-07	100.00%	100.00%
	2022-08	99.60%	99.60%
	2022-09	98.75%	100.00%
	2022-10	96.39%	96.39%
	2022-11	98.84%	98.84%
2022-12	47.96%	50.14%	
Explanation			
2022-12	SRM failures		

TW-NCHC	HTC and File storage		
	Availabilit	Reliability	
targets	90%	90%	
preious reporting period	2022-04	96.75%	96.75%
	2022-05	91.85%	91.85%
	2022-06	97.80%	97.80%
current reporting period	2022-07	100.00%	100.00%
	2022-08	100.00%	100.00%
	2022-09	91.36%	91.36%
	2022-10	99.93%	99.93%
	2022-11	97.07%	97.07%

	2022-12	100.00%	100.00%

UA-BITP	Cloud Compute		
	Availabilit	Reliability	
targets	85%	90%	
preious reporting period	2022-04	4.53%	4.53%
	2022-05	99.92%	99.92%
	2022-06	100.00%	100.00%
current reporting period	2022-07	99.90%	99.90%
	2022-08	100.00%	100.00%
	2022-09	99.84%	99.84%
	2022-10	99.12%	99.12%
	2022-11	74.61%	74.61%
	2022-12	0.00%	0.00%

SLA Violation

**A/R under the targets for 2 consecutive months
Power outage caused by repeated Russian attacks to Ucrain.**