

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 (CESNET-MetaCloud)

Period: 2018-01 / 2018-06

Date of report: 5-7-2018

Date of next: 2019-01

Documentation: https://wiki.egi.eu/wiki/Service_Level_Target_-_Availability_Reliability

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

Legend Underperforming
On Target

CESNET-MetaCloud		Previous period			Reporting period					
	Service target	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
Availability	85%	99,85%	100,00%	100,00%	98,20%	97,64%	98,20%	99,75%	97,52%	100,00%
Reliability	90%	99,85%	100,00%	100,00%	99,55%	97,64%	98,20%	99,75%	98,07%	100,00%
Explanation										

INFN-PADOVA		Previous period			Reporting period					
	Service target	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
Availability	85%	100,00%	95,30%	84,29%	89,07%	100,00%	98,06%	99,99%	92,74%	100,00%
Reliability	90%	100,00%	95,30%	99,56%	94,44%	100,00%	98,06%	99,99%	92,74%	100,00%
Explanation										

INFN-PADOVA-STACK		Previous period			Reporting period					
	Service target				2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
Availability	85%				91,82%	100,00%	98,12%	99,75%	99,18%	99,04%
Reliability	90%				99,90%	100,00%	98,12%	99,75%	99,18%	99,04%
Explanation										

NCG-INGRID-PT		Previous period			Reporting period					
	Service target	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
Availability	85%	97,17%	98,77%	99,84%	90,74%	76,48%	100,00%	95,06%	99,56%	89,24%

Reliability	90%	97,17%	98,77%	99,84%	90,74%	76,48%	100,00%	95,06%	99,56%	89,24%
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Explanation	2018-02	SRM authentication failures
	2018-06	CE host certificate expired, SRM timeout failures

NIKHEF-ELPROD		Previous period			Reporting period					
	Service target	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
Availability	85%	99,37%	98,41%	93,61%	96,55%	77,33%	100,00%	94,08%	97,61%	93,90%
Reliability	90%	99,37%	98,41%	93,61%	96,55%	77,58%	100,00%	94,08%	97,61%	93,90%

Explanation	2018-02	SRM timeout failures
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SARA-MATRIX		Previous period			Reporting period					
	Service target	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
Availability	85%	94,18%	97,49%	37,53%	42,93%	98,62%	98,69%	99,65%	99,57%	100,00%
Reliability	90%	98,34%	97,49%	37,53%	43,52%	98,62%	99,91%	99,65%	99,57%	100,00%

Explanation	2018-01	SRM not published in the BDII
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TW-NCHC		Previous period			Reporting period					
	Service target	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
Availability	85%	97,15%	33,83%	0,00%	0,00%	65,09%	99,73%	99,66%	99,55%	99,98%
Reliability	90%	97,15%	33,83%	0,00%	0,00%	65,09%	99,73%	99,66%	99,55%	99,98%

Explanation	2017-11 / 2018-02	SRM not published in the BDII (already investigated in the ticket mentioned below, no further actions are necessary)
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SLA Violation: A/R under the target for 4 consecutive months, from 2017-11 to 2018-02
GGUS ticket: https://ggus.eu/index.php?mode=ticket_info&ticket_id=133282