

Services Performance Report

shows compliance with established SLA service targets



Audience: Antonio Parodi

Report author: EGI SLA sla@mailman.egi.eu

Service: High-Throughput Compute and File Storage

Period: 2016-01 / 2016-06

Date of report: 19-7-2016

Date of next report: 2017-01

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

Related agreements: <https://documents.egi.eu/document/2756>

Legend
Underperforming
On Target

AM-01-IIAP

	Service target	2016-01	2016-02	2016-03	2016-04	2016-05	2016-06
Availability	85%	n.a.	n.a.	96,95%	98,72%	98,32%	99,14%
Reliability	90%	n.a.	n.a.	96,95%	98,72%	98,32%	99,14%

Description:

HG-02-IASA

	Service target	2016-01	2016-02	2016-03	2016-04	2016-05	2016-06
Availability	85%	93,76%	97,40%	99,94%	100,00%	99,96%	96,66%
Reliability	90%	98,52%	97,40%	99,94%	100,00%	99,96%	97,76%

Description:

HG-03-AUTH

	Service target	2016-01	2016-02	2016-03	2016-04	2016-05	2016-06
Availability	85%	86,30%	98,89%	99,49%	92,99%	97,49%	81,42%
Reliability	90%	86,30%	98,89%	99,49%	92,99%	97,49%	81,42%

Description: under investigation

HG-08-OKEANOS

	Service target	2016-01	2016-02	2016-03	2016-04	2016-05	2016-06
Availability	85%	98,82%	90,42%	95,42%	100,00%	85,16%	91,84%
Reliability	90%	98,82%	90,42%	95,96%	100,00%	85,16%	91,84%

Description: under investigation

INFN-PADOVA

	Service target	2016-01	2016-02	2016-03	2016-04	2016-05	2016-06
Availability	90%	98,99%	79,44%	100,00%	99,86%	69,49%	98,59%
Reliability	95%	98,99%	79,44%	100,00%	99,86%	69,49%	98,59%

Description: under investigation