

# Services Performance Report

shows compliance with established SLA service targets



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**Service:** High-Throughput Compute and File Storage, Cloud Compute (CESNET-MetaCloud)

**Period:** 2017-01 / 2017-06

**Date of report:** 10-7-2017

**Date of next report:** 2018-01

**Documentation:** [https://wiki.egi.eu/wiki/Service\\_Level\\_Target\\_-\\_Availability\\_Reliability](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	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Availability	85%	62,55%	61,95%	97,83%	100,00%	77,70%	88,88%
Reliability	90%	62,55%	61,95%	97,83%	100,00%	77,70%	88,88%

**Description:** Jan: SRM issues. Feb: CREAM-CE certificate expired and SRM issues. May and June: CREAM-CE not responding.

## CESNET-MetaCloud

	Service target	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Availability	85%	100,00%	98,93%	96,66%	100,00%	94,11%	98,44%
Reliability	90%	100,00%	98,93%	96,66%	100,00%	94,63%	98,44%

**Description:**

## HG-02-IASA

	Service target	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Availability	85%	100,00%	100,00%	100,00%	100,00%	99,84%	92,36%
Reliability	90%	100,00%	100,00%	100,00%	100,00%	99,84%	97,09%

**Description:**

### HG-03-AUTH

	Service target	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Availability	85%	100,00%	100,00%	100,00%	93,54%	100,00%	85,36%
Reliability	90%	100,00%	100,00%	100,00%	93,54%	100,00%	85,36%

Description: Jun: CAs certificates not updated in time

### HG-08-OKEANOS

	Service target	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Availability	85%	100,00%	100,00%	100,00%	100,00%	98,67%	99,40%
Reliability	90%	100,00%	100,00%	100,00%	100,00%	99,62%	99,40%

Description:

### IGI-BOLOGNA

	Service target	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Availability	85%	100,00%	97,74%	100,00%	100,00%	77,46%	99,84%
Reliability	90%	100,00%	97,74%	100,00%	100,00%	77,46%	99,84%

Description: May: CAs certificates not update in time, CREAM-CE tests affected by a bug in the CREAM nagios probes

### INFN-PADOVA

	Service target	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Availability	90%	100,00%	94,78%	100,00%	100,00%	93,40%	100,00%
Reliability	95%	100,00%	94,78%	100,00%	100,00%	93,40%	100,00%

Description: Feb: CAs certificates not update in time. May: SRM certificate expired.