

Services Performance Report

shows compliance with established SLA service targets



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Service: High-Throughput Compute and File Storage

Period: 2016-07 / 2016-12

Date of report: 9-1-2017

Date of next report (SLA ended)

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	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Availability	85%	98,52%	95,14%	98,91%	98,60%	99,86%	100,00%
Reliability	90%	98,52%	95,14%	98,91%	98,60%	99,86%	100,00%

Description:

HG-02-IASA

	Service target	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Availability	85%	58,09%	100,00%	100,00%	87,24%	99,87%	100,00%
Reliability	90%	58,09%	100,00%	100,00%	87,24%	99,87%	100,00%

Description: CAs not updated https://ggus.eu/?mode=ticket_info&ticket_id=122759

HG-03-AUTH

	Service target	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Availability	85%	44,97%	100,00%	99,90%	97,08%	99,98%	100,00%
Reliability	90%	44,97%	100,00%	99,90%	97,08%	99,98%	100,00%

Description: hypervisor filesystem and database issues:
https://goc.egi.eu/portal/index.php?Page_Type=Downtime&id=21040
https://goc.egi.eu/portal/index.php?Page_Type=Downtime&id=21155

HG-08-OKEANOS

	Service target	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Availability	85%	98,52%	100,00%	100,00%	99,42%	99,90%	100,00%
Reliability	90%	98,52%	100,00%	100,00%	99,42%	99,90%	100,00%

Description:

INFN-PADOVA

	Service target	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Availability	90%	100,00%	75,31%	72,13%	100,00%	96,47%	100,00%
Reliability	95%	100,00%	82,17%	100,00%	100,00%	99,86%	100,00%

Description: hardware problem on RAID disks for prod-se-01.pd.infn.it and prod-se-02.pd.infn.it, Downtimes:
https://goc.egi.eu/portal/index.php?Page_Type=Downtime&id=21352
https://goc.egi.eu/portal/index.php?Page_Type=Downtime&id=21371
https://goc.egi.eu/portal/index.php?Page_Type=Downtime&id=21414