

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: 2017-07 / 2017-12

Date of report: 12-1-2018

Date of next n.a.

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		Previous period			Reporting period					
	Service target	2017-04	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Availability	85%	100,00%	77,70%	88,88%	99,97%	99,97%	99,42%	98,02%	98,24%	100,00%
Reliability	90%	100,00%	77,70%	88,88%	99,97%	99,97%	99,42%	98,02%	98,24%	100,00%
Explanation										

CESNET-MetaCloud		Previous period			Reporting period					
	Service target	2017-04	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Availability	85%	100,00%	94,11%	98,44%	99,07%	99,46%	98,82%	99,85%	100,00%	100,00%
Reliability	90%	100,00%	94,63%	98,44%	99,07%	99,46%	98,82%	99,85%	100,00%	100,00%
Explanation										

HG-02-IASA		Previous period			Reporting period					
	Service target	2017-04	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Availability	85%	100,00%	99,84%	92,36%	100,00%	100,00%	100,00%	88,82%	93,49%	98,52%
Reliability	90%	100,00%	99,84%	97,09%	100,00%	100,00%	100,00%	88,82%	93,49%	98,52%
Explanation	2017-10	Delay in updating the CAs package								

HG-03-AUTH		Previous period			Reporting period					
	Service target	2017-04	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Availability	85%	93,54%	100,00%	85,36%	100,00%	96,87%	89,18%	95,86%	79,68%	82,62%

Reliability	90%	93,54%	100,00%	85,36%	100,00%	96,87%	89,18%	95,86%	79,68%	82,62%
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Explanation	2017-09	problems in purging the test jobs
	2017-11	problems in purging the test jobs; generic CREAM failures
	2017-12	CREAM and SRM failures

HG-08-OKEANOS		Previous period			Reporting period					
	Service target	2017-04	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Availability	85%	100,00%	98,67%	99,40%	90,52%	100,00%	100,00%	100,00%	100,00%	100,00%
Reliability	90%	100,00%	99,62%	99,40%	90,78%	100,00%	100,00%	100,00%	100,00%	100,00%
Explanation										

IGI-BOLOGNA		Previous period			Reporting period					
	Service target	2017-04	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Availability	85%	100,00%	77,46%	99,84%	99,03%	98,68%	99,88%	100,00%	26,87%	0,00%
Reliability	90%	100,00%	77,46%	99,84%	99,03%	98,68%	99,88%	100,00%	26,87%	0,00%
Explanation										
	2017-11	downtime for data centre issues								
	2017-12	downtime for data centre issues								

INFN-PADOVA		Previous period			Reporting period					
	Service target	2017-04	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Availability	90%	100,00%	93,40%	100,00%	99,83%	100,00%	100,00%	100,00%	95,30%	84,29%
Reliability	95%	100,00%	93,40%	100,00%	99,83%	100,00%	100,00%	100,00%	95,30%	99,56%
Explanation										
	2017-12	Scheduled downtime for new year data center maintenance								