

# Services Performance Report

shows compliance with established SLA service targets



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**Service:** Cloud Compute  
**Period:** 2016-01 / 2016-06  
**Date of report:** 19/07/2016  
**Date of next report:** 2017-01  
**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/2763>

**Legend**  
Underperforming  
On Target

## 100%IT

	Service target	2016-01	2016-02	2016-03	2016-04	2016-05	2016-06
Availability	99%	100.00%	44.94%	94.35%	74.10%	100.00%	99.86%
Reliability	99%	100.00%	44.94%	94.35%	87.39%	100.00%	99.86%

**Description:** February and March: problems was caused by OCCl endpoint publishing internal Keystone address instead of the public one. April: CAs package outdated

## CESGA

	Service target	2016-01	2016-02	2016-03	2016-04	2016-05	2016-06
Availability	90%	99.55%	88.26%	100.00%	98.75%	100.00%	95.84%
Reliability	95%	99.55%	88.26%	100.00%	98.75%	100.00%	95.84%

**Description:**

## CYFRONET-CLOUD

	Service target	2016-01	2016-02	2016-03	2016-04	2016-05	2016-06
Availability	85%	99.84%	99.84%	99.34%	100.00%	0.00%	98.43%
Reliability	90%	99.84%	99.84%	99.34%	100.00%	0.00%	98.43%

**Description:** In the previous A/R profile (valid until May 2016) it was included the accounting probes, and the site failed these probes in May

## GoeGrid

	Service target	2016-01	2016-02	2016-03	2016-04	2016-05	2016-06
Availability	85%	88.77%	0.00%	0.00%	0.00%	0.00%	96.73%
Reliability	95%	88.77%	0.00%	0.00%	0.00%	0.00%	96.73%

**Description:** In the previous A/R profile (valid until May 2016) it was included the accounting probes, and the site wasn't publishing the accounting data for some months. Other failures due to CAs package outdated.

## HG-09-Okeanos-Cloud

	Service target	2016-01	2016-02	2016-03	2016-04	2016-05	2016-06
Availability	95%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Reliability	90%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

**Description:** In the previous A/R profile (valid until May 2016), it was considered CRITICAL a test that checks a functionality not provided by this site, so the test wasn't passed. Starting from June 2016, it is used a different set of probes for computing the A/R figures: the tests failed because generic authentication problems (token expired, changed certificate).

## RECAS-BARI

	Service target	2016-01	2016-02	2016-03	2016-04	2016-05	2016-06
Availability	85%	n.a	88.95%	99.84%	100.00%	98.41%	97.69%
Reliability	90%	n.a	88.95%	99.84%	100.00%	98.41%	97.69%

**Description:** The site was certified during February 2016