

Services Performance Report

shows compliance with established SLA service targets



Audience: Fabrice Brito
Report author: EGI SLA sla@mailman.egi.eu
Service: Cloud Compute
Period: 2016-07 / 2016-12
Date of report: 9-1-2017
Date of next report: 2017-07
Documentation: https://wiki.egi.eu/wiki/Service_Level_Target_-_Availability_Reliability
Related agreements: <https://documents.egi.eu/document/2763>

Legend
Underperforming
On Target

100IT

	Service target	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Availability	99%	99,19%	99,29%	100,00%	79,83%	95,35%	94,94%
Reliability	99%	99,19%	99,29%	100,00%	79,83%	96,24%	99,95%

Description: October: CAs not updated in time. Nov/Dec: server not responding

CESGA

	Service target	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Availability	90%	44,87%	100,00%	99,89%	97,05%	93,74%	99,74%
Reliability	95%	44,87%	100,00%	99,89%	97,05%	93,74%	99,74%

Description: Jul/Nov: miscellaneous issues

CYFRONET-CLOUD

	Service target	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Availability	85%	99,05%	90,66%	100,00%	99,91%	98,31%	88,88%
Reliability	90%	99,05%	90,66%	100,00%	99,91%	98,31%	88,88%

Description: December: service not responding

GoeGrid

	Service target	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Availability	85%	96,62%	86,71%	100,00%	60,75%	99,75%	100,00%
Reliability	95%	96,62%	86,71%	100,00%	60,75%	99,75%	100,00%

Description: Aug/Oct: Failures occurred on the HTC services

HG-09-Okeanos-Cloud

	Service target	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Availability	95%	0,00%	0,00%	16,05%	98,92%	93,07%	40,34%
Reliability	90%	0,00%	0,00%	17,17%	98,92%	93,07%	40,34%

Description: Jul/Aug/Sep: a probe returned segmentation failure, it was properly modified:
https://ggus.eu/?mode=ticket_info&ticket_id=123562 . Nov/Dec: authentication issues.

RECAS-BARI

	Service target	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Availability	85%	91,97%	96,66%	96,41%	99,54%	99,84%	99,30%
Reliability	90%	91,97%	96,66%	96,41%	99,54%	99,84%	99,30%

Description: