

# Services Performance Report

shows compliance with established SLA service targets



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**Service:** Cloud compute

**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](https://wiki.egi.eu/wiki/Service_Level_Target_-_Availability_Reliability)

**Related agreements:** <https://documents.egi.eu/document/2763>

**Legend** Underperforming  
On Target

100%IT		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	99%	99,09%	99,99%	72,22%	98,72%	100,00%	99,95%	99,97%	99,87%	99,04%
Reliability	99%	99,09%	99,99%	85,95%	98,72%	100,00%	99,95%	99,97%	99,87%	99,04%
<b>Explanation</b>	<b>2017-07</b>	Site-BDII misconfiguration.								

BEgrid-BELNET		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%	99,19%	99,99%	91,01%	100,00%	83,66%	100,00%	95,96%	98,29%	90,89%
Reliability	95%	99,19%	99,99%	91,01%	100,00%	98,03%	100,00%	100,00%	98,29%	90,89%
<b>Explanation</b>	<b>2017-08</b>	Network issues								
	<b>2017-12</b>	Delay in updating the CAs package								

GoeGRID		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%	96,05%	80,64%	85,08%	93,07%	100,00%	99,41%	100,00%	100,00%	81,52%
Reliability	95%	96,05%	80,64%	85,08%	93,07%	100,00%	99,41%	100,00%	100,00%	81,52%
<b>Explanation</b>	<b>2017-07</b>	Cloud framework not responding								
	<b>2017-12</b>	Cloud framework not responding								
<b>SLA Violation: A/R under the targets for 3 consecutive months, from 2017-05 to 2017-07</b>										
<b>GGUS ticket:</b> <a href="https://ggus.eu/index.php?mode=ticket_info&amp;ticket_id=132862">https://ggus.eu/index.php?mode=ticket_info&amp;ticket_id=132862</a>										

CESGA										
	Service target	Previous period			Reporting period					
		2017-04	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Availability	90%	100,00%	97,36%	94,05%	99,65%	36,38%	93,54%	76,51%	81,35%	89,86%
Reliability	95%	100,00%	97,36%	94,05%	99,65%	36,38%	93,54%	76,51%	81,35%	89,86%
Explanation	2017-08	an update misconfigured the OS_TPL used by the motorization system (all other OS_TPL were working good).								
	2017-09	issues with the virtual network of the VMs								
	2017-10	issues with the virtual network of the VMs								
	2017-11	issues with the virtual network of the VMs								
	2017-12	authentication failures								
SLA Violation: A/R under the targets for 5 consecutive months, from 2017-08 to 2017-12										
GGUS ticket: <a href="https://ggus.eu/index.php?mode=ticket_info&amp;ticket_id=132859">https://ggus.eu/index.php?mode=ticket_info&amp;ticket_id=132859</a>										

CYFRONET-CLOUD										
	Service target	Previous period			Reporting period					
		2017-04	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Availability	85%	100,00%	99,99%	100,00%	96,17%	94,48%	98,24%	90,61%	70,37%	99,61%
Reliability	90%	100,00%	99,99%	100,00%	96,17%	94,48%	98,24%	90,61%	70,37%	99,61%
Explanation	2017-11	Cloud framework not responding								

HG-09-Okeanos-Cloud										
	Service target	Previous period			Reporting period					
		2017-04	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Availability	85%	83,01%	59,44%	98,56%	90,52%	85,16%	98,89%	98,95%	99,50%	95,81%
Reliability	95%	83,01%	78,19%	98,56%	90,78%	85,16%	98,89%	98,95%	99,50%	95,81%
Explanation	2017-07	generic authentication failures.								
	2017-08	generic authentication failures.								

RECAS-BARI										
	Service target	Previous period			Reporting period					
		2017-04	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Availability	85%	69,53%	97,21%	99,76%	93,72%	99,76%	90,73%	100,00%	99,57%	90,51%
Reliability	90%	80,23%	97,21%	99,76%	93,72%	99,76%	90,73%	100,00%	100,00%	92,14%
Explanation										