

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute

Period: 2018-01 / 2018-06

Date of report: 9-7-2018

Date of next: 2018-01

Documentation: 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 | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 | 2018-04 | 2018-05 | 2018-06 |
| Availability | 99% | 99,97% | 99,87% | 99,04% | 99,99% | 100,00% | 98,66% | 100,00% | 99,25% | 81,23% |
| Reliability | 99% | 99,97% | 99,87% | 99,04% | 99,99% | 100,00% | 98,66% | 100,00% | 99,25% | 81,23% |
| Explanation | 2018-03 | Authentication failure in OCCi | | | | | | | | |
| | 2018-06 | Authentication failure in OCCi | | | | | | | | |

| BEgrid-BELNET | | Previous period | | | Reporting period | | | | | |
|---------------|----------------|-----------------------------------|---------|---------|------------------|---------|---------|---------|---------|---------|
| | Service target | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 | 2018-04 | 2018-05 | 2018-06 |
| Availability | 90% | 95,96% | 98,29% | 90,89% | 89,75% | 99,89% | 69,34% | 100,00% | 99,50% | 100,00% |
| Reliability | 95% | 100,00% | 98,29% | 90,89% | 89,88% | 99,89% | 69,34% | 100,00% | 99,50% | 100,00% |
| Explanation | 2018-01 | Delay in updating the CAs package | | | | | | | | |
| | 2018-03 | OCCI authentication failures | | | | | | | | |

| GoeGRID | | Previous period | | | Reporting period | | | | | |
|--------------|-------------------|--|---------|---------|------------------|---------|---------|---------|---------|---------|
| | Service target | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 | 2018-04 | 2018-05 | 2018-06 |
| Availability | 90% | 100,00% | 100,00% | 81,52% | 59,26% | 58,58% | 53,46% | 66,37% | 98,25% | 95,21% |
| Reliability | 95% | 100,00% | 100,00% | 81,52% | 59,26% | 58,58% | 53,46% | 66,37% | 98,25% | 95,21% |
| Explanation | 2017-12 / 2018-04 | Cloud framework not responding | | | | | | | | |
| | | SLA Violation: A/R under the targets for 5 consecutive months, from 2017-12 to 2018-04 GGUS ticket: https://ggus.eu/index.php?mode=ticket_info&ticket_id=136010 | | | | | | | | |

| CESGA | | Previous period | | | Reporting period | | | | | |
|--------------|----------------|-----------------|---------|---------|------------------|---------|---------|---------|---------|---------|
| | Service target | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 | 2018-04 | 2018-05 | 2018-06 |
| Availability | 90% | 76,51% | 81,35% | 89,86% | 92,93% | 92,67% | 92,93% | 89,62% | 94,13% | 86,87% |
| Reliability | 95% | 76,51% | 81,35% | 89,86% | 92,93% | 92,67% | 92,93% | 89,62% | 94,13% | 86,87% |

SLA Violation: A/R under the targets for more than 3 consecutive months

Explanation: The site is suffering of some intermittent failures apparently affecting only the monitoring VO. Investigations are ongoing to understand the nature of the problem and to find a solution. The problem is followed-up in the GGUS ticket: https://ggus.eu/index.php?mode=ticket_info&ticket_id=134758

| CYFRONET-CLOUD | | Previous period | | | Reporting period | | | | | |
|----------------|----------------|-----------------|---------|---------|------------------|---------|---------|---------|---------|---------|
| | Service target | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 | 2018-04 | 2018-05 | 2018-06 |
| Availability | 85% | 90,61% | 70,37% | 99,61% | 100,00% | 97,92% | 92,62% | 100,00% | 99,46% | 100,00% |
| Reliability | 90% | 90,61% | 70,37% | 99,61% | 100,00% | 97,92% | 92,62% | 100,00% | 99,46% | 100,00% |

Explanation

| RECAS-BARI | | Previous period | | | Reporting period | | | | | |
|--------------|----------------|-----------------|---------|---------|------------------|---------|---------|---------|---------|---------|
| | Service target | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 | 2018-04 | 2018-05 | 2018-06 |
| Availability | 85% | 100,00% | 99,57% | 90,51% | 98,40% | 99,84% | 98,06% | 99,77% | 98,85% | 99,83% |
| Reliability | 90% | 100,00% | 100,00% | 92,14% | 98,40% | 99,84% | 98,06% | 99,77% | 98,85% | 99,83% |

Explanation