Services Performance Report

shows compliance with established SLA service targets

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Service: Cloud compute

Period: 2019-01 / 2019-06

Date of report: 26-7-2019

Date of next 2020-01

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	Previous period			Reporting period					
		2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06
Availability	99%	94,53%	90,72%	100,00%	99,80%	99,80%	100,00%	99,93%	0,00%	0,00%
Reliability	99%	94,53%	90,72%	100,00%	99,80%	99,80%	100,00%	99,93%	0,00%	0,00%

Explanation

2019-05 /2019-06 working on the migration to OpenID Connect as authentication system, the failures are affecting only the monitoring system

BEgrid-BELNET	Service target	Previous period			Reporting period					
		2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06
Availability	90%	58,87%	0,00%	0,00%	64,31%	99,63%	100,00%	69,97%	84,04%	91,05%
Reliability	95%	59,68%	0,00%	0,00%	64,31%	99,63%	100,00%	69,97%	84,04%	91,05%

SLA Violation: A/R under the targets for 3 consecutive months, from 2019-04 to 2019-06

several failures with the OCCI service which didn't affect the VMs already running.

GGUS ticket: https://ggus.eu/index.php?mode=ticket_info&ticket_id=142438

2018-10 / 2019-01 after the upgrade to occi-server version 2 in order to support OIDC, the site has being run into a bug at the level of token management affecting OpenNebula 5.4.13. This created problems with creation of new VMs, but the site is hosting long-running VMs which weren't affected by the problem. In January it was performed a downgrade fixing the problem with KeyStorm: after this, the tests were successful again. Details in https://ggus.eu/?mode=ticket_info&ticket_id=138504

GoeGRID

	Service target	Previous period			Reporting period					
		2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06
Availability	90%	100,00%	99,97%	100,00%	99,91%	100,00%	96,51%	100,00%	100,00%	96,61%
Reliability	95%	100,00%	99,97%	100,00%	99,91%	100,00%	96,51%	100,00%	100,00%	96,61%

Explanation

CESGA

	Service target	Previous period			Reporting period					
		2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06
Availability	90%	82,37%	98,85%	86,77%	76,27%	97,25%	76,91%	77,42%	97,72%	98,88%
Reliability	95%	82,37%	98,85%	86,77%	76,27%	97,25%	76,91%	77,42%	97,72%	99,72%

Explanation:

2019-01	OCCI service not responding
2019-03	OCCI service not responding
2019-04	OCCI service not responding

CYFRONET-CLOUD

	Service target	Previous period			Reporting period					
		2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06
Availability	85%	4,57%	97,34%	99,71%	93,97%	61,86%	35,48%	25,02%	10,03%	11,20%
Reliability	90%	100,00%	100,00%	99,71%	93,97%	61,86%	35,48%	25,02%	10,03%	11,20%

SLA Violation: A/R under the targets for more than 3 consecutive months, from 2019-02 to 2019-06

Explanation

low performance partly due to a bug in the monitoring probes solved in April https://ggus.eu/index.php?mode=ticket_info&ticket_id=140340 . Opened a new ticket for asking for explanations of other failures: https://ggus.eu/index.php?mode=ticket_info&ticket_id=142440

RECAS-BARI

	Service target	Previous period			Reporting period					
		2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06
Availability	85%	100,00%	96,75%	99,69%	97,84%	100,00%	100,00%	72,13%	100,00%	100,00%
Reliability	90%	100,00%	96,75%	99,69%	97,84%	100,00%	100,00%	72,13%	100,00%	100,00%

Explanation

2019-04	problems with VM images provisioning, and site-bdii failures