

# Services Performance Report

shows compliance with established SLA service targets



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**Service:** Cloud compute

**Period:** 2019-07 / 2019-12

**Date of report:** 14-7-2019

**Date of next:** 2020-07

**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

| 100IT        |                | Previous period |         |         |         | Reporting period |         |         |         |         |
|--------------|----------------|-----------------|---------|---------|---------|------------------|---------|---------|---------|---------|
|              | Service target | 2019-04         | 2019-05 | 2019-06 | 2019-07 | 2019-08          | 2019-09 | 2019-10 | 2019-11 | 2019-12 |
| Availability | 99%            | 99,93%          | 0,00%   | 0,00%   | 0,00%   | 0,00%            | 73,55%  | 100,00% | 100,00% | 100,00% |
| Reliability  | 99%            | 99,93%          | 0,00%   | 0,00%   | 0,00%   | 0,00%            | 73,55%  | 100,00% | 100,00% | 100,00% |

**SLA Violation: A/R under the targets for 5 consecutive months, from 2019-05 to 2019-09**  
 There was a migration to OpenID Connect as authentication system. The failures affected only the monitoring system. Violation already investigated in the ticket [https://ggus.eu/index.php?mode=ticket\\_info&ticket\\_id=142163](https://ggus.eu/index.php?mode=ticket_info&ticket_id=142163)

| BEgrid-BELNET |                | Previous period |         |         |         | Reporting period |         |         |         |         |
|---------------|----------------|-----------------|---------|---------|---------|------------------|---------|---------|---------|---------|
|               | Service target | 2019-04         | 2019-05 | 2019-06 | 2019-07 | 2019-08          | 2019-09 | 2019-10 | 2019-11 | 2019-12 |
| Availability  | 90%            | 69,97%          | 84,04%  | 91,05%  | 41,24%  | 72,72%           | 95,30%  | 90,32%  | 100,00% | 100,00% |
| Reliability   | 95%            | 69,97%          | 84,04%  | 91,05%  | 41,24%  | 85,34%           | 95,30%  | 90,32%  | 100,00% | 100,00% |

**SLA Violation: A/R under the targets for 5 consecutive months, from 2019-04 to 2019-08**  
 Several failures with the OCCI service. Explanation provided in the GGUS ticket opened after circulating the previous report: [https://ggus.eu/index.php?mode=ticket\\_info&ticket\\_id=142438](https://ggus.eu/index.php?mode=ticket_info&ticket_id=142438)

**Explanation** 2019-10 CAs package not updated in time

| GoeGRID |                | Previous period |         |         |         | Reporting period |
|---------|----------------|-----------------|---------|---------|---------|------------------|
|         | Service target | 2019-04         | 2019-05 | 2019-06 | 2019-07 |                  |

|              |     |         |         |        |         |
|--------------|-----|---------|---------|--------|---------|
| Availability | 90% | 100,00% | 100,00% | 96,61% | 100,00% |
| Reliability  | 95% | 100,00% | 100,00% | 96,61% | 100,00% |

Explanation  

| CESGA        |                | Previous period |         |         | Reporting period |         |         |         |         |         |
|--------------|----------------|-----------------|---------|---------|------------------|---------|---------|---------|---------|---------|
|              | Service target | 2019-04         | 2019-05 | 2019-06 | 2019-07          | 2019-08 | 2019-09 | 2019-10 | 2019-11 | 2019-12 |
| Availability | 90%            | 77,42%          | 97,72%  | 98,88%  | 99,68%           | 100,00% | 97,38%  | 99,63%  | 96,96%  | 100,00% |
| Reliability  | 95%            | 77,42%          | 97,72%  | 99,72%  | 99,68%           | 100,00% | 97,38%  | 99,63%  | 96,96%  | 100,00% |

Explanation:  

| CYFRONET-CLOUD |                | Previous period |         |         | Reporting period |         |         |         |         |         |
|----------------|----------------|-----------------|---------|---------|------------------|---------|---------|---------|---------|---------|
|                | Service target | 2019-04         | 2019-05 | 2019-06 | 2019-07          | 2019-08 | 2019-09 | 2019-10 | 2019-11 | 2019-12 |
| Availability   | 85%            | 25,02%          | 10,03%  | 11,20%  | 67,38%           | 89,66%  | 98,29%  | 92,99%  | 99,61%  | 99,82%  |
| Reliability    | 90%            | 25,02%          | 10,03%  | 11,20%  | 67,38%           | 89,66%  | 98,29%  | 92,99%  | 99,61%  | 99,82%  |

SLA Violation: A/R under the targets for more than 3 consecutive months, from 2019-02 to 2019-08

Explanation As explained in the ticket opened after the previous report, [https://ggus.eu/index.php?mode=ticket\\_info&ticket\\_id=142440](https://ggus.eu/index.php?mode=ticket_info&ticket_id=142440), the resource centre experienced some problems with the HA cluster, and there was a few transient failures in August.

| RECAS-BARI   |                | Previous period |         |         | Reporting period |         |         |         |         |         |
|--------------|----------------|-----------------|---------|---------|------------------|---------|---------|---------|---------|---------|
|              | Service target | 2019-04         | 2019-05 | 2019-06 | 2019-07          | 2019-08 | 2019-09 | 2019-10 | 2019-11 | 2019-12 |
| Availability | 85%            | 72,13%          | 100,00% | 100,00% | 100,00%          | 97,76%  | 98,02%  | 100,00% | 100,00% | 96,87%  |
| Reliability  | 90%            | 72,13%          | 100,00% | 100,00% | 100,00%          | 97,76%  | 98,02%  | 100,00% | 100,00% | 96,87%  |

Explanation