

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud Compute
Period: 2017-01 / 2017-06
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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

	Service target	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Availability	99%	96,38%	99,09%	99,90%	99,09%	99,99%	72,22%
Reliability	99%	96,38%	99,09%	99,90%	99,09%	99,99%	85,95%

Description: January: Connection timed out. June: CAs not updated in time, and authentication failures

BEgrid-BELNET

	Service target	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Availability	90%			75,81%	99,19%	99,99%	91,01%
Reliability	95%			75,81%	99,19%	99,99%	91,01%

Description: March and June: problems with VMs creation

CESGA

	Service target	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Availability	90%	99,58%	87,79%	95,25%	77,13%	99,99%	93,94%
Reliability	95%	99,58%	87,79%	95,25%	77,13%	99,99%	93,94%

Description: February: authentication failures. April: failures in the SRM service. June: CAS not updated in time.

CYFRONET-CLOUD

	Service target	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Availability	85%	91,55%	99,42%	100,00%	100,00%	99,99%	100,00%
Reliability	90%	91,55%	99,42%	100,00%	100,00%	99,99%	100,00%

Description:

GoeGrid

	Service target	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Availability	85%	100,00%	61,32%	71,50%	96,05%	80,64%	82,63%
Reliability	95%	100,00%	61,32%	71,50%	96,05%	80,64%	82,63%

Description: February: timeout errors. March: authentication failure. May: service not responding; other failures on CREAM and SRM services, not involved in this SLA. June: virtual network issues, and CREAM-CE failures.

HG-09-Okeanos-Cloud

	Service target	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Availability	95%	100,00%	85,57%	97,01%	83,01%	59,44%	98,56%
Reliability	90%	100,00%	85,57%	97,01%	83,01%	78,19%	98,56%

Description: February: delay in updating the CAs version. April: authentication failures. May: downtime for general maintenance and occasional OCII fail

RECAS-BARI

	Service target	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Availability	85%	91,53%	96,87%	90,70%	69,53%	97,21%	99,76%
Reliability	90%	91,53%	99,42%	99,40%	80,23%	97,21%	99,76%

Description: April: general sudden powercut, services needed time for recovering.